

## Job Description

<b>Job Title</b>	<b>Administrative Assistant, Outpatients</b>
<b>Reports to</b>	<b>Patient Business Services Manager</b>
<b>Date</b>	<b>January 2012</b>

### Overall Purpose of Job

Our mission is to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The overall purpose of this role is to provide an administrative service to 11 consultants and to support the running of 12-18 outpatient clinics per week. Clinics may run from early morning to late evening and also on Saturdays and this role will require the incumbent to be rostered to clinic times.

### Key Responsibilities and Deliverables

- Setting up Clinics and liaise where necessary with Consultant secretaries
- Initiate and maintain billing details for patients which must be correctly entered onto the system
- Initiate and maintain correct scheduling of patients according to the standards, policies and procedures established
- Ensure that demographics details on the Meditech registration and any other relevant documentation are correct
- Collection of all fees due and verification of insurance if applicable
- Reconciliation at end of each clinic
- 24 hour turnaround of letters once verified by Consultants
- Deal with all telephone enquiries in a helpful and polite manner so that the reputation of the hospital is upheld and enhanced

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- Monitor charts for certain Consultants being sent from Wards for Discharge Letters

Order Stock and Medical Supplies for both Clinic Rooms

- Each room to be kept to a high standard of cleanliness, check and clean after each clinic or where necessary arrange for Housekeeping to clean
- Tracking of charts to and from Medical Records – ensuring filing of documents in charts before returning
- Any other requests made by Consultants

A flexible approach is essential in terms of when work is carried out, what work is carried out and how it is to be carried out.

### **Information Technology**

Make the most effective and efficient use of developments in information technology for both patient care and administrative support

### **Confidentiality**

You will be aware of the confidential nature of work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the UPMC Beacon Hospital or its patients with people outside UPMC Beacon Hospital, save as required to do so in the course of your work.

The extent and speed of change in the delivery of health care is such that adaptability is essential in this position.

The incumbent will be required to maintain and enhance their knowledge and skills necessary to respond to a changing situation.

## **Person Specification**

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<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Leaving Certificate</li><li>• Administrative skills</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• At least two years previous work experience preferably in a Hospital environment</li></ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"><li>• Knowledge of Meditech System an advantage</li><li>• PC Windows and good keyboard skills</li></ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"><li>• Flexible</li><li>• Have good interpersonal and communications skills</li><li>• Have the ability to liaise successfully with everyone</li><li>• Be self motivated with a capacity for responsibility and individual initiative</li><li>• Demonstrate an ability to prioritise work</li></ul>

**This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As UPMC Beacon Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of UPMC Beacon Hospital**

**Job Description received by employee**

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**Signature**

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**Date**