

UPMC Beacon Hospital

Job Description

Job Title	Admissions Clerk
Department	Physiotherapy
Reports to	Patient Business Services Manager
Date	November 2011

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The department wishes to appoint a second clerical Administrator to work closely with the other clerical administrator, Physiotherapy manager and other staff members to assist in the day-to-day management and operation of professional and administrative activities.

MAIN ROLE, DUTIES AND RESPONSIBILITIES

Working closely with the Physiotherapy Manager and the multidisciplinary team to:

- Initiates and maintains billing details for patients and enters it onto the system
- Ensure Physiotherapy, Occupational Therapy and Speech Therapy Departments patients location are known
- Deal with all routine telephone enquiries that come to duty base
- Liaise with the staff regarding appropriate scheduling of patients (as directed by the Physiotherapy Department)
- Work closely with all departments both internal and external of the hospital
- Ensure that demographics details on the Meditech registration and any other relevant documentation are correct
- Play an active part in therapy team, attend meetings where required and take part in project work as appropriate.
- Play an active role in the development of the service through changing work process, new technology installation etc

Information Technology

Make the most effective and efficient use of developments in information technology for both patient care and administrative support in a manner, which integrates well with systems throughout the organisation.

Health and Safety

Ensure that effective safety procedures are in place to comply not only with the Health, Safety and Welfare at Work Act but also within the spirit of the Hospital's mission, vision and values

Confidentiality

You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the Hospital or its patients with people outside the Hospital, save as required to do so in the course of your work. You must return to the Hospital upon request and, in any event, upon the termination of your employment, all documents or other property of the Hospital which are in your possession or under your control. No documents or property of the Hospital may be removed from the Hospital without prior authorisation.

NOTE: 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 professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time which will be reviewed and assessed on an on-going basis.

Beacon Hospital

Person Specification

Qualifications	<ul style="list-style-type: none">• Leaving Certificate• Secretarial Skills
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Experience	<ul style="list-style-type: none"> • At least 2 years previous work experience preferably in a Hospital environment
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Knowledge of Meditec System • Patient process through Physiotherapy • Functioning of the three clinical specialities • Performance indicators • PC Windows
Personal Competencies	<ul style="list-style-type: none"> • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager of hospital management. • Have good keyboard skills • Have excellent interpersonal and communications skills • Have the ability to liaise successfully with all groups of staff • Be self motivated with a high capacity for responsibility and individual initiative • Have a flexible approach to their work • Demonstrate an ability to prioritise work and handle large volumes of activity • Play an active part in the multi-disciplinary team

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

Job Description received by employee

Signature

Date