

CVS Health Limited

Job Description

Job Title:

Assistant Clinic Administrator

Department:

Administration

Reporting to:

Nicholas Lockwood – Operations Manager

Location:

CVS Health Limited, Eastbourne

Date:

1st Issue – 13th February 2012
Last Updated -

Relationships:

- a) Responsible to: Operations Manager, Clinic Administrator
- b) Responsible for: Contractors
- c) Liaison with: Manager, Staff, Contractors, Consultants and Patients.

Main Purpose of Job:

To provide the highest standard of patient care and administrative support.
To provide and record accurate patient information and billing documentation.
To provide general receptionist support for the clinic and its consultants.
To co-ordinate clinics, contract staff and patients.
To provide co-operation and support to other administrative staff.

Main Tasks of the Job:

Organise clinics and arrange appointments in a professional manner, co-ordinating patient visits and clinical staff duties which may involve evening clinics in addition to a morning or afternoon sessions.

Ensure patient communications are delivered accurately and in a timely manner; appointment letter, registration form, patient guide and questionnaire.

Liaise with medical secretaries, consultants, technicians and nurses to ensure the patient journey is delivered within the guidelines of the Company.

Monitor and communicate accurate completion of invoices/time sheets for contractors. Ensure all invoices and daily banking sheets are collated ready for processing.

Ensure and co-ordinate scheduled equipment maintenance with equipment availability as directed.

Ensure accurate administration and delivery of the Company's e-mailed reports and studies, uploading patient studies and ensuring correct contract invoicing.

Ensure the economical and efficient use of medical consumables and devices locally. Replenish stock where needed liaising with our Ashford branch.

Obtain patient's Financial Information and record accordingly.

Ensure a safe working environment for staff and patients in line with the company's Health and Safety policy, and report any risks or issues. Assist patients in gaining access to the building if required.

The Company is registered with the Care Quality Commission; and all staff must comply with the Guidance for Essential Standards of Quality and Safety while carrying out your designated tasks.

Problem solving and handle complaints in line with company policy.

Ensure all technicians have all the equipment they need prior to the clinic – check supplies, room layout etc. After each clinic; check to ensure each room is in order before leaving the building.

Ensure the building is secure at all times and alarm activated before leaving the building. Keep offices secure at all times with the doors locked when not in use. All drawers and key cupboards kept locked and keys secured.

Ensure patient records are secure, completed and up to date.

Provide back up support and on-call responsibilities including staff absence cover when required.

Ensure confidentiality in line with the Data Protection Act 1984 and the Company's 'Protection and Use of Personal Information' policy obtained during the course of employment on all matters relating to patients, staff and the Company's business.

To perform other functions appropriate to the role which may become necessary to meet the needs of the Company.

Level of Responsibility:

Responsible for providing administrative support to CVS Health in Eastbourne for patients, staff and consultants.

Must attend all mandatory training sessions e.g. Fire Safety, Health and Safety Awareness and Manual Handling.

The purpose of this job description is to act as a guide. It does not contain an exhaustive list of duties and the post holder may be required to undertake additional responsibilities.

Job descriptions are reviewed annually at appraisal time in order to adapt and develop roles according to service needs and CVS Health policies.

CVS Health reserves the right to update this job description to ensure that it relates to the job as being performed, or to incorporate whatever changes are being proposed.

It is the aim of CVS Health to reach agreement to reasonable changes, but if agreement is not possible, Management reserves the right to insist on changes to your job description after consultation with you.