

Job Description

Patient Care Co-ordinator

JOB TITLE:	PATIENT CARE CO-ORDINATOR
RESPONSIBLE TO:	Site Lead
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> • Greeting patients and visitors in an efficient and courteous manner • Provide an effective and polite telephone enquiry service • Proactively communicate information between relevant patients, doctors and professionals

MAIN DUTIES AND RESPONSIBILITIES	
1.	Greet patients and visitors to the practice and deal with general enquires and complaints
2.	Book in patients and visitors inline with practice appointments and visitors procedures.
3.	Respond and/or redirect all patient and visitor requests accordingly.
4.	Ensure computerised appointment system is up-to-date.
5.	Booking, amending and cancelling patient appointments.
6.	Set-up of new patients onto the computer system.
7.	Process and distribution of completed prescriptions.
8.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
9.	Provide advice to less experience colleagues
10.	Ensure outstanding enquiries are explained and handed over to the next shift as necessary
11.	Provide medical information to patients using practice guidelines
12.	Record and charge patients appropriately for private work
13.	Process incoming/outgoing mail
14.	Providing clerical assistance to practice staff as required, including data processing, filing, photocopying and scanning
15.	Monitoring of stationery and other supplies
16.	Keep reception area clean and general housekeeping duties
17.	Opening/ locking up of practice premises and maintaining security in accordance with practice policy
18.	Ensure fax machine is operating correctly and prior to close of Practice in the evenings/weekends has adequate paper supply.
19.	Ensure phone system is on "call taking" mode and closed at the end of the working day and that the pre-recorded message is up to date.
20.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes) In an accurate and secure manner.
21.	Ensure the scanning and electronically filing of patient information is carried out inline with procedures.
22.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
23.	Work across multi sites will be required
24.	Keep up to date with current training

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date: May 2018