

DIRECTORATE OF INFORMATICS

JOB DESCRIPTION

JOB TITLE:	Patient Services Officer
GRADE	Band 5
LOCATION:	Morrison Singleton Hospitals'
REPORTS TO:	Outpatient & Appointments Service Manager
PROFESSIONALLY ACCOUNTABLE TO:	Service Manager-Patient Pathways & OPD Appt Centre,

DUTIES & RESPONSIBILITIES:

- The accurate reporting and invoicing of all private patient income.
- The accurate reporting and invoicing, where appropriate, of all overseas visitors.
- Ensuring that all information is collected, collated, analysed and fully validated and signed off. To take responsibility for ensuring that the appropriate documentation is available for all authorised users.
- The maintenance of computerised information systems, including the use of the Patient Administration System and spreadsheets for the collation and analysis of statistical data, and the immediate identification of private and overseas patients for financial and audit purposes.
- To collect monies from all self-funding patients prior to their procedures and to ensure insurance details are secured and checked if the patient is covered by insurance.
- To ensure that all monies paid are managed in accordance with the Trust's Financial Policy.
- Working with the Private Patient Group, assist in the development of the service with a view to bringing to the attention of patients the options available in respect of the provision of private accommodation and other related services for private patients.
- To maintain a specialist knowledge of legislation and other national guidelines in respect of overseas visitors and asylum seekers.

Freedom to Act

- Works within clearly defined occupational policies, work is managed, rather than supervised
- Service Manager is available for reference, performance indicators demonstrate achievement against expected standard

JOB PURPOSE:

- To work autonomously and be responsible to the Services Manager for administratively managing the Private Patient and Overseas Visitors Service.
- Responsible for keeping accurate records and invoicing patients attending the Hospital on a non-NHS basis, including overseas visitors.
- Work within and ensure compliance to any legislative requirements issued by either the National Assembly for Wales or the Department of Health Standards set by Health Care Insurance organisations for private patients, and with International Agreements for overseas visitors.

- Provide a comprehensive service for patients and Clinicians with particular regard to the development of financial and data collection systems.
- Required to work weekends on a rota basis as and when required. The need for a flexible approach to the hours worked is imperative in order to provide a service across the Health Board to patients admitted out of office hours.

DUTIES AND RESPONSIBILITIES:

To provide specialist knowledge to, and meet with, patients considering private patient / OSV status/an amenity bed and advise them on the service available, including the costs.

Use tact and diplomacy to advise both Clinicians and patients of their responsibilities that they have as individuals, completing the appropriate paperwork.

To ensure that all information for private patient / OSV activity and invoicing are raised within the deadlines set by the Director of Finance, and in accordance with the Health Boards Policies and Procedures.

To liaise and act as intermediary with insurance companies on behalf of any private patient in respect of their treatment or payments.

To communicate and maintain close working relationships with Consultants and other staff who see/treat private patients in Hospital.

To appraise patients of any changes in local/legislative arrangements in respect of the treatment of private patients/non NHS patients.

To act as authorised signatory for all cash/financial payments received in respect of private/non NHS treatment provided.

To undertake surveys/audits to ensure users' compliance to the Health Board's Private Patient Policy / OSV i.e. the completion of the appropriate documentation and early identification of all such patients attending for treatment.

To work as per the Code of Practice and other related Policies & Procedures.

To analyse/provide reports on non NHS activity.

Communicate sensitively and tactfully with 'bad' debtors with a view to obtaining outstanding payment for treatment provided.

To work in accordance with the Health Board's Financial Policies.

To provide, on a monthly basis, a comparative analysis of patient throughput.

To interview and charge all appropriate overseas patients (or their relatives) in accordance with Government Policy in order to recoup costs incurred by the Trust. This will require the post holder to communicate in a sensitive way with tact and diplomacy.

Communication and Relationship Responsibilities

- Communicate with a wide variety of professions, stakeholder and clinicians on complex and sensitive issues
- Training skills required for developing staff on legislation and guidance
- Provide professional advice, on policy and process and suggest practical solutions
- Investigate proactively formal and informal complaints and queries from patients, clinicians and other staff;
- To liaise with appropriate external bodies, e.g. Home Office , Customs, Police, insurance companies

Planning and Organisation

- Develops and contributes to long term plans to improve service delivery in the service
- Makes plans to implement legislative and policy changes;

Patient Client Care Tasks

- To respond proactively to the non-clinical needs to patients and carers, and to maintain the high standard and reputation of the Health Board;
- To ensure the security of patient health records and patient identifiable information
- Deal with complaints (formal and informal) and queries from patients;
- To direct and give information to all patients and visitors entering the department.

Responsibilities for Information Resources

- Responsible for the management and maintenance of the database that holds up to date records.
- To provide monthly analysis of patient throughput
- Analyse the PAS to identify OSV and private patients
- Ensure that the confidential nature of patient information
- Update systems databases to record all in-house statistics
- Attend departmental supervisory meetings and implement systems within the department to ensure all relevant information is communicated to all members of staff;
- Respond promptly to any complaints received in accordance with the Health Board complaints Procedure;

Responsibilities for Financial and Physical Resources

- To work with Health Board Financial policies and procedures

Policy and Service Development

- Required to undertake monthly audit activities,
- Collects information that supports evaluations of service improvement projects
- Contribute to the development of a culture of openness allowing appropriate information to flow freely
- Collects information and updates the performance scorecard for the department

Continuing Professional Development

- Develop a personal development plan annually as part of the Personal Development Review process.
- Keep skills up to date.
- Use available resources to keep abreast of informatics and Health Records issues.
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc and the latest E-policies.
- Capture evidence of personal development via reflective journals, evaluation forms etc and store in accordance with Health Board guidance for CPD portfolios. Use this information during the PDR to provide evidence for application of skills required to carry out role.

Working Conditions

- To work in a busy, sometimes stressful environment;
- The post holder will be required to deal positively with difficult situations, eg. verbal abuse from patients / staff.

GENERAL:

- **Performing Reviews / Performance Obligation:** The post holder will be expected to participate in the Health Board's individual performance review process to ensure continued professional development.
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Risk Management:** The Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the Health Board's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Records Management:** The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the Health Board in confidence (even after an employee has left the Health Board). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Health & Safety:** The post holder is required to co-operate with the Health Board to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.
- **For Managerial Staff Only:** All Managerial Staff will be expected to comply with the IHM Code of Conduct for Managers.
- **For Clinical Staff Only:** All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations eg GMC, NMC, HPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.
All Clinical Staff will be advised during their induction of the arrangements available for them to access advice and support both during and outside normal working hours.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Educated to Degree Level or equivalent or substantial experience relevant to the post	Professional Counselling Skills	Certificates
EXPERIENCE	NHS experience NHS Information Systems (especially Patient Information Systems) Knowledge of in-patient/out-patient processes including waiting list management	Knowledge of Private Patient Procedures Knowledge of Trust's Financial Procedures and working practices	Application Form Interview References
SKILLS	Excellent communication skills Good presentation skills Excellent organisational skills Understanding of the work practices of Health Professionals Ability to work to deadlines Team player but also able to work alone	Experience of working with range of multi-professional staff Monitoring and checking skills Excellent telephone skills	Application Form Interview References