

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Private and Overseas Patient Administrator |
| **Reports to** | Private Healthcare Business Manager |
| **Band** | AfC Pay Band 4 |
| **Department/Directorate** | Private Patients |

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| **JOB PURPOSE** |
| To provide a comprehensive administrative service for private patients and overseas visitors in order to support the work of the area. This will include responsibility for the invoicing of these patients and responding to queries.  The post holder will be responsible for ensuring the following:   * Private patients receive high quality, professional administration and billing * Private patients benefit from excellent customer service * Identify overseas visitors and assess their eligibility in line with current Regulations and answer any queries * Invoices are accurate and raised in a timely manner * Managing the private and overseas patient invoicing process including raising invoices, collating information from all departments and systems, and resolving any queries from patients and insurance companies |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Support the Trust strategy for the development of Private Patient Services across the Trust. * Support awareness of and compliance with the policy for the management of private patients within the Trust. * Working in partnership with Private Healthcare Business Manager, Care Group Managers and Multi-Disciplinary Teams, to ensure that a high-quality service and clinical excellence is delivered to private patients. * Develop knowledge of private patient administrative procedures and specialist knowledge of private patient terminology and processes to enable initial problem solving with non-routine issues. * Process patient records through accurately inputting financial and personal data into Trust computer systems and spreadsheets * Support projects to improve processes and outcomes within the Private and Overseas Patient Service so that the services are patient centred as well as cost effective. * Develop positive working relations with colleagues and provide support to them on Private Patient matters. * Support the information needs of the service and ensure appropriate timely data collection occurs to support these needs. * Ensure that billing of patients is accurate and professional every time to prevent loss of income to the Trust. * Develop and support processes for identifying Overseas Visitors within the Trust and prevent misuse of NHS services * Provide advice and support to Overseas Visitors, assessing their eligibility in line with current guidance, and raise invoices as required. * Ordering stationery and other items, following Trust procedures |
| **REPUTATION AND RELATIONSHIP MANAGEMENT** |
| * Establish and develop positive relationships with consultants and colleagues * Provide expert advice and guidance to patients and staff about private patients and overseas visitors * Act as a point of contact for the Service; building strong relationships with external stakeholders including insurance companies, ensuring a professional and seamless service for private patients. * Represent the Trust at regional and national meetings as required and identify best practice from other Trusts * Liaise with private and overseas patients with regard to costs of treatment * Liaise with patients with regard to queries, exercise judgement when analysing and resolving problems and provide timely responses to queries |
| **FINANCIAL MANAGEMENT** |
| * To work with consultants, Senior Management and administration teams within the Trust to ensure income capture is maximised * To identify any changes in process that significantly affects costs and report to Private Healthcare Business Manager * To liaise with Private Medical Insurance companies as required to obtain pre-authorisation, extend cover or prevent shortfalls in payment. * Ensure deposits are taken for all elective procedures prior to admission * Ensure elective overseas visitors are invoiced and have paid prior to treatment in accordance with the Charging Regulations * Analyse, investigate and resolve financial queries and discrepancies |
| **GOVERNANCE RESPONSIBILITIES** |
| * Comply with the Trust’s Standing Financial Instructions (SFIs) and Standing Orders (SOs). * Comply with all Trust policies and procedures. * Convey in accordance with the Trust’s Confidentiality and Data Protection policy commercially sensitive information to Health Insurance Commissioners, Trust staff, Members of the Public, Patients and their representatives. |
| **OPERATIONAL RESPONSIBILITIES** |
| * Ensure that private patient work is booked effectively with the relevant department, including theatres, wards and clinics. * Maintain accurate records of all private patient activity, including ensuring that all bookings are entered accurately onto Trust systems. * Ensure the collection of all supporting data to enable invoices to be issued to Insurers and self-funded patients. * Develop and format spreadsheets and databases as required to improve the smooth running of the service. * Provide regular performance monitoring information and ad hoc reports as necessary. * Develop positive working relations with clinical and non-clinical colleagues and provide high quality management support. * Ensure that corporate image and customer care standards are developed and maintained when communicating with all customers. * Interview overseas visitors when required and assess information provided to establish whether they are chargeable |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Private Healthcare Business Manager * Deputy Private Healthcare Manager * Consultants and their private secretaries * Private & Overseas Patient Administrators * Senior nursing teams * Finance department * Site management team * Care Group Directors * Care Group Managers | * Self-funding and insured patients * Overseas Visitors * Patient’s relatives and carers * Private Medical Insurance Companies * Private Consulting Rooms/Hospitals * GPs | |  |  | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| To work within Trust policies and procedures. Use initiative to deal with routine matters and complex  queries, deciding when it is necessary to refer to the available line manager. Work is managed rather  than supervised and the post holder will organise own workload on a day to day basis. To have responsibility for own workload and manage caseload from start to finish. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisation’s standards of customer care. The post  holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  The post holder will exchange confidential or contentious information with staff, clients and colleagues within partner agency organisations where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to areas of work.  The post holder will be expected to behave in accordance with the Trust's values of demonstrating  compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support  others. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements on complex facts requiring interpretation and comparing options which may involve  exercising judgement when dealing with clients or other departments/partner agencies. This will include  resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any  problems and conducting risk assessments as appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will organise their own day to day activities and tasks and highlight capacity issues and suggest solutions as appropriate, arranging cover as and when necessary. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone, email or face to face and will provide non-medical information and advice to patients and carers. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will follow Trust policies and participate in policy and service development. The post  holder will propose changes and implement administration policies and working practices for own area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To process payments or refunds for patients and record the transactions in accordance with Trust policies.  To estimate costs of treatment and ensure payment is received in advance of treatment wherever possible.  To monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties,  maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post. Taking an active part in the development review of  own work suggesting areas for learning and development in the coming year.  Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide  on the job training for new staff and work experience students, taking an active part in the development  review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the work area to produce invoices, documents and reports; be responsible for the effective inputting, storing and maintenance of information. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. Take part in any research relevant to the work area undertaken by DHSC, NHSBSA, NHSE, Home Office or other external body. |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills to operate a range of computer software. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the  working day  The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent or occasional basis for several short periods or several long periods during the shift.  Travel to any of the Trust sites could be required. |
| **MENTAL EFFORT** |
| The work pattern is unpredictable, with frequent interruption. There will be a frequent requirement for concentration for data entry.  The post holder will be required to process complex information from multiple sources as part of their decision-making process.  The post holder will be expected to provide cover for other administration and clerical staff during busy  periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| Frequently manage difficult situations, which may arise with abusive clients and telephone callers, of  which may need to be referred to a senior member of staff. Occasional exposure to distressing circumstances. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day.  Frequent working alone in the office with backup support available on Teams. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with  Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and  update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on  reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your  job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Private & Overseas Patient Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education  NVQ 3 Business Administration or Team Leadership or Customer Care or  equivalent qualification / experience  RSA III or equivalent level of skill gained through experience or alternative  qualification  Additional relevant administration knowledge acquired through further  experience | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  In depth knowledge of NHS and Private Healthcare  Awareness and understanding of Overseas Visitors Charging Regulations  Good organisational skills and attention to detail  Ability to collate and review information  Has good insight and the ability to respond well to constructive criticism  Working knowledge of healthcare service delivery issues  Excellent interpersonal, communication and people skills  Competent IT skills including Word, Excel, PowerPoint, databases and e-mail.  Ability to manage own time and meet deadlines  Good report writing/written communication skills  Excellent telephone manner  High levels of accuracy  Ability to cope with interruptions and resume work without issue  Ability to handle complex enquiries from patients, some of whom may be distressed and anxious about their care  Able to work independently and with minimum supervision | E  E  E  E  E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**  Experience of working within a Private Hospital  NHS Private Patient experience  Experience of working with Overseas Visitors  Experience of supporting and implementing change management, including service improvement and redesign  Experience of advising other staff at a more senior level than the post holder  Experience of working in a finance-based environment, including preparation of invoices and cash management processes |  | D  D  D  D  D  D |
| **PERSONAL ATTRIBUTES**  Remain calm in stressful situations  Demonstrates ambition and clear personal career planning  High levels of initiative and determination demonstrated by ability to identify problems and troubleshoot  Ability to manage the impact of competing pressures and conflicting priorities  Confident and assertive while maintaining interpersonal sensitivity  Customer focussed  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | Y |  |  |  | X |
| Challenging behaviour | Y |  |  |  | X |