

JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient Portal Helpdesk Analyst
Reports to	Admin Line Manager
	Band 3 (subject to consistency checking)
Department/Directorate	Digital Services

JOB PURPOSE
<p>The Patient Portal Helpdesk Analyst will work as part of team, to support the delivery of a high-quality service, a positive patient experience and the highest levels of customer service during core hours Monday-Friday.</p> <p>You will be accountable for processing inbound calls, emails and other forms of request for help and assistance with patients signing up to and using MY CARE. This service covers the whole of the Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth NHS Foundation Trust.</p> <p>You will be the first line customer support to patients, relatives and staff to assist with queries regarding the sign-up process and basic technical issues according to defined protocols. You will strive to assist upon first contact with the aim of resolving issues raised.</p> <p>MY CARE is an evolving functionality of the patient's electronic record and EPIC and you will therefore need to be willing to adapt as it does so.</p> <p>You may be required to visit other sites to assist staff and patients with the sign-up process.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will:</p> <ul style="list-style-type: none"> • Support the Administration Line Managers/Service Coordinators by co-ordinating a professional, efficient and effective helpdesk service, in accordance with Trust policies and standards. • Handle a wide range of calls and emails from staff, patients, relatives, GPs etc • Verify identity of patients/proxy/advocate and authorise access according to guidance. • Provide expertise in problem solving basic technical issues. • Serve as a point of contact for unresolved issues • Used as a method of recording unresolved issues; create and review service desk tickets, escalating as necessary. • Ensure all enquiries are dealt with in an efficient and timely manner, following agreed standard operating procedures, escalating to line manager as appropriate. • Ensure all information is secure and confidentiality of information is maintained at all times. • Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with compassion and empathy. • Ensure that information is taken and entered accurately. • Educate, coach and engage with patients and their families on the use and benefits of MY CARE. • Assist and support (including cross cover) other members of the team

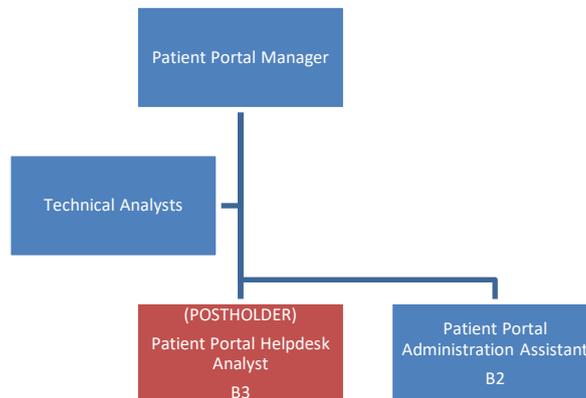
KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: MY CARE Patient Portal Helpdesk</p> <p>No. of Staff reporting to this role: n/a</p>

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
<ul style="list-style-type: none"> • MY CARE team, and wider EPIC team • Admin Line/Service Managers • Divisional Management Team • Patient Engagement/PALS team • Trustwide staff 	<ul style="list-style-type: none"> • Patients and their relatives • Stakeholders • Colleagues at Other Trusts • GPs

ORGANISATIONAL CHART



FREEDOM TO ACT

- Use own initiative to prioritise daily workload of self and team to meet the changing demands of the service for the three One Devon Trusts.
- Escalate more complex queries to manager, managing the patient's expectations by providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result.
- Exercise initiative and make a judgement/problem solve or escalate as appropriate, referring to standard operating procedures.
- Understand the limitations of the role and how to access support.
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

COMMUNICATION/RELATIONSHIP SKILLS

- You will communicate with a range of people on a range of matters on a daily basis.
- Communicate complex and sensitive information with patients, relatives, carers and staff, using tact, reassurance and clear communication, particularly when individuals may be anxious, distressed or have barriers to understanding such as language or cultural differences.
- Respond to a variety of telephone, email and Patient Portal enquiries courteously and promptly, using persuasive skills when required to gain cooperation or encourage patients to follow necessary steps (e.g., registration issues and password resets, managing proxy accounts, safeguarding issues).
- Explain patient portal processes, results information and other related processes to patients and relatives, ensuring understanding and offering clarification where needed.
- Exchange information clearly and effectively with colleagues across the department and other teams, communicating more complex concerns - such as issues with access, inappropriate use of proxy access, or system issues - while working within established procedures

- Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover.
- Receive and respond to email queries in line with Trust's Email Best Practice guidance, monitoring, managing and triaging email correspondence to generic inboxes and pools within EPIC for the speciality within agreed timescales.
- Prepare and process patient correspondence and other non-clinical documentation.
- Maintain direct contact with senior managers to ensure the service runs smoothly and that sensitive information is handled appropriately
- Provide excellent customer care, and calm, empathetic support to patients and relatives who may be anxious or upset, adapting to the needs of the patient and ensuring concerns are acknowledged, dealing with challenging behaviour and escalating appropriately.
- Exposed to and overcome challenging behaviour from patients or relatives, distressed patients, language barriers e.g. where English is not a first language
- Communicate effectively using email, MS Teams and other methods, with staff from other departments and across all three NHS Trusts (RDUH, TSD and UHP) to share required information, ensuring accuracy and clarity.
- Support meetings through effective communication.

ANALYTICAL/JUDGEMENTAL SKILLS

- Use judgement to deal with enquiries such as password reset, registration issues, unlock accounts, results or update personal information, referring anything non-routine or outside own knowledge to a senior member of staff.
- Ability to assess situation for more complex enquiries including proxy access and safeguarding concerns, identify and resolve problems within own skill set and make judgements on a range of facts that require analysis and comparison to enable them to be resolved, escalating as required.
- Respond to complaints where appropriate, escalating to the Line Manager or PALS team.
- Frequently required to use judgement and make decisions with the support of the Job guide and personal knowledge
- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Assist other members of the team in the delivery of a high-quality service.

PLANNING/ORGANISATIONAL SKILLS

- Demonstrates effective organisational and time management skills by independently prioritising and managing own workload, proactively identifying and escalating issues as appropriate, collaborating with colleagues to resolve outstanding actions, and maintaining agreed service standards and performance targets.
- Work with the team to ensure adequate cover is in place during periods of leave.
- Plan and organise straightforward activities, some will require follow-up due to the nature of the enquiry

PATIENT/CLIENT CARE

- Direct contact with patients and their relatives either via telephone or possibly face-to-face assisting them with registering for MY CARE, setting up proxy access or assisting with a wide variety of queries relating to their MY CARE record.

POLICY/SERVICE DEVELOPMENT

- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Contribute to service improvement/service redesign as required
- Participate in team and directorate meetings as required

FINANCIAL/PHYSICAL RESOURCES

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service.
- Responsible for the proper and safe use of IT equipment

HUMAN RESOURCES

- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
- Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role.
- Undertake training as required to maintain competency/comply with Trust policies.
- Report any staffing issues to Supervisor/Manager.

INFORMATION RESOURCES

- Input and access information on hospital information systems as required.
- Use patient databases, inputting data and editing entries as required.
- Record and capture patient information appropriately and in line with Standard Operating Procedures.
- Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.
- Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy.
- Maintain Electronic Patient System (EPIC) and patient records in line with Trust Patient Records Policy.
- May be asked to provide statistical information to support Key Performance Indicators.

RESEARCH AND DEVELOPMENT

- To be involved with the development of MY CARE Patient Portal, ensuring that your knowledge is current so as to ensure you are able to share this information to the users.
- Completes surveys and audits as required, e.g. staff questionnaires.
- Contribute to audits regarding departmental procedures.

PHYSICAL SKILLS

- Advanced keyboard skills are needed for data entry, day to day processing and the ability to be using multiple systems whilst on the phone dealing with a patient who can be distressed.
- Multiple data entry, accuracy and attention to detail are vital

PHYSICAL EFFORT

- Prolonged sitting and keyboard work.
- Light manual handling.
- Operate a PC-based telephone attendant system to handle incoming and outgoing calls

MENTAL EFFORT

- High level of frequent concentration listening to and understanding queries that come into the helpdesk. The overall work pattern is predictable, however the types of enquiry will vary significantly and require different approaches and responses, with a wide variety of queries coming into the Helpdesk from a range of people.
- Ensure that you keep up to date with changes to the Patient Portal and share knowledge with colleagues.
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EMOTIONAL EFFORT

- Frequent telephone and digital contact with patients and relatives who may be distressed, anxious, frustrated or angry, particularly in relation to access to their health information, appointment details, test results, or system access issues.
- Potential exposure, via telephone or online communication, to emotionally challenging situations, including contact with patients experiencing significant health concerns, safeguarding issues, serious diagnoses, or expressing distress, crisis, or suicidal thoughts, requiring a calm, sensitive and professional response and appropriate escalation

WORKING CONDITIONS

- You will be required to work in clinical areas from time to time to support staff and patients with MY CARE sign-ups.
- Working in a potentially noisy office due to other team members taking calls.
- Frequent VDU user

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 (DSE) if appropriate to role.

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

Job Title	Patient Portal Helpdesk Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> • Minimum of 2 qualifications to include GCSE grade A-D/9-3 or equivalent in English or equivalent demonstrable experience • Level 3 qualification (e.g. A Levels, NVQ L3) or equivalent demonstrable experience 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> • Excellent planning & organisational skills • Excellent knowledge of English • Ability to prioritise workload to respond to changing demand • Ability to liaise and communicate with staff at all levels • Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives • Ability to promote good working relationships (staff, patients, relatives) • Extracting information / Listening Skills • Ability to handle complex enquiries • Ability to deal with challenging behaviour • Ability to provide excellent customer care • Knowledge of IT databases and comprehensive PC skills (Microsoft office) • Knowledge of a EPIC or equivalent hospital information system • Analytical skills & ability to problem solve • Proven strong administration skills • Excellent telephone manner • Knowledge of Trust procedures • Able to work independently, with minimum supervision • Ability to use own judgement to make decisions 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
EXPERIENCE		
<ul style="list-style-type: none"> • Previous administration experience • Work experience gained in an NHS/clinical environment e.g. hospital, GP surgery, CCG • Previous experience of dealing with the general public 		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> • Enthusiastic, highly motivated & committed to delivering great customer service • Understand team work and work within a team • Resilience skills, including the ability to remain calm and professional in a busy environment • Empathetic, but able to understand professional boundaries • An adaptable approach to work • Commitment to continual development to including relevant new systems, policies and procedures 	<p style="text-align: center;">✓</p>	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> • 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. • Flexible approach to shift patterns and location, including flexibility regarding working hours (e.g. early mornings, evenings and weekends). 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>

<ul style="list-style-type: none">Some roles require additional levels of checks as part of the employment process i.e. roles which come into contact with children, vulnerable adults or their families.	✓	
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitizers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				
Emotional Effort	Y				
Working in isolation	N				
Challenging behaviour	Y				