

JOB DESCRIPTION

Job Details:

Job Title:	Patient Access Co-ordinator
Grade/Band:	Band 4
Location:	The Francis Centre
Department:	Health Records Department
Reports to:	Head of Health Records
Accountable to:	Head of Health Records

Job Purpose:

Responsibility for the processing of applications received from patients and/or their representatives, who wish to access information from their medical records, and ensure all requests received are dealt with efficiently and in a timely fashion, in accordance with Trust Policy and the terms of the Data Protection Act 1998, the Access to Health Records Act 1990 and the FOI Act. 2000. To provide a comprehensive administrative and secretarial support service to the Head of Health Records

Overview of Essential Responsibilities:

1. To act as the first point of contact for telephone and written enquiries from patients or their representatives requesting access to their medical records, or from staff in other Trust Departments referring details of patient's requests.
2. To send out application forms, receive application forms and written requests, acknowledge all requests received and log new requests on the Access Register.
3. To obtain case notes, liaising with staff in other departments to ensure records are returned in a timely fashion and ensuring case note location details are tracked on PAS, and to tidy the case notes or arrange to have the notes converted prior to processing as necessary.
4. To identify the applicant's information requirements, interrogate the case-notes and PAS to determine which health care professionals need to be approached for permissions to be granted.
5. To prepare and send the necessary permission letters to the relevant health care professionals with the case notes.
6. To liaise with Radiology and the Medical Illustration Department to order copies of required x-rays and photographs if required.

7. To record all actions on an Access Record Form, regularly monitoring the progress of all ongoing cases to ensure outstanding responses are chased up and deadlines for completion are not exceeded. Liaising with health care professionals and their secretaries at this Trust, other hospitals, PCT's and GP surgeries, plus other staff in Local Councils and the Coroner's Office as required.
8. To identify and report to the Head of Health Records any cases where the deadline is likely to be exceeded, and contact the applicant by telephone or in writing to update them of the situation.
9. To undertake Access Interviews with applicants and other healthcare professionals where relevant, making the necessary arrangements, including booking rooms at the NNUH if required and confirm all details with the applicant.
10. To access PAS, A&E Symphony and Web-ICE as required to check, locate and supply patient records and reports.
11. To photocopy and send relevant information from the medical records to the applicant, checking to ensure the information relates to the applicant and that no records from any third parties are released, unless their permission has been obtained, in line with Trust Policy and legal requirements.
12. To accurately record details of the information disclosed to applicants on completion of each access request, calculate the relevant charges and collect payment from the applicant before the information can be released. To report all problems with non - payment to the Head of Health Records.
13. To ensure the Access Register is updated on completion of each access and that an accurate record is maintained of the access details, relevant charges and payments received for audit purposes.
14. To confer, when necessary with the Head of Health Records for guidance on handling complex access cases or advice on the disclosure of information or any other aspects of the access process.
15. Provide regular feedback on progress of ongoing cases and supply any ad hoc reports to the Head of Health Records as required. To produce an annual summary report of all access requests received, demonstrating compliance with the legal deadlines.
16. To notify the Head of Health Records of any potential complaints against the Trust and liaise with PALS/Legal Department regarding non-complaint cases when applicants request additional advice following their access.
17. To maintain an effective filing system for all access documentation and ensure records are retained for the required 2-year period. Arrange for the confidential disposal of records as directed by the Head of Health Records.
18. To communicate with applicants on the telephone, by e-mail and occasionally face to face, managing aggressive, angry, confused, distressed and emotional people in a pleasant, efficient, calm manner.
19. Frequent bending, lifting and transportation of heavy, bulky case notes (average weight of case notes handled is 17 kilos) throughout the day.

Specific Additional Responsibilities:

1. To liaise with the Head of Health Records to review existing procedures, policies, systems and documentation and identify potential improvements to service delivery and monitoring of performance.
2. To make any necessary amendments to the existing Access Policies, Procedures and standard pro forma in association with the Head of Health Records.
3. Responsibility for all procedures pertaining to the management of Living Wills/Advance Directives.
4. Generate routine and non-routine correspondence independently.
5. Organise and support meetings including minute taking as necessary.
6. To provide any other administrative and clerical support as required to the Head of Health Records.
7. To provide administrative support to the management team on an ad hoc basis as and when required.

Job Specification:

		Means of Assessment
	Essential/ Desirable	Application Form/ Interview/Test
Qualifications/Training		
RSA III or equivalent	Essential	Application Form/Test
Good general standard of literacy and numeracy	Essential	Application Form/ Interview
Knowledge of medical terminology/AMSPAR	Essential	Application Form/Interview
Knowledge and Experience		
2 years previous secretarial/administrative experience	Essential	Application Form/Interview
Knowledge of case notes and their structure	Desirable	Application Form/Interview
Experience of dealing with different health care professionals including Consultant staff and their secretaries	Essential	Application Form/ Interview

Previous NHS experience, knowledge of the NHS agenda and government targets, implementing and proposing changes to policy within own work area.	Essential	Application Form/ Interview
Previous experience working with PAS	Desirable	Application Form/ Interview
Working knowledge and experience of using Microsoft office packages, including word, excel, outlook	Essential	Application Form/Interview
Good understanding of the need for confidentiality.	Essential	Application Form/Interview
Skills and Abilities		
Ability to work to tight deadlines and maintain concentration in a pressurised working environment	Essential	Application Form/ Interview
Ability to manage own workload without any direct supervision	Essential	Application Form/ Interview
Ability to work on own initiative	Essential	Application Form/ Interview
Excellent verbal and written communication skills	Essential	Application Form/ Interview
Ability to manage difficult situations	Essential	Application Form/ Interview
Flexible approach to constantly changing work priorities	Essential	Application Form/ Interview
Customer care skills, diplomacy, sensitivity and ability to analyse situations	Essential	Application Form/ Interview
Maintain calm approach under pressure during stressful, frequently aggressive situations	Essential	Application Form/ Interview

Ability to work independently and as part of a team	Essential	Application Form/ Interview
Accuracy and attention to detail	Essential	Application Form/ Interview
Training and Professional Development		
Evidence of development in previous job roles	Essential	Application Form/ Interview
Maintenance of skills and knowledge base through mandatory training and work experience	Essential	Application Form/ Interview
Willingness to undertake additional training, on the job and / or formally to carry out the duties required	Essential	Application Form/ Interview

GENERAL CONDITIONS

1. All staff must safeguard the integrity, confidentiality and availability of sensitive information at all times. This includes information relating to patients, individual staff records and contract price and terms.

Employee's responsibilities in relation to handling patient information are detailed in the Trust's Code of Conduct on Patient Identifiable Information. In line with official guidance from the Department of Health, the Code specifies six principles, which staff should follow at all times. These are detailed below:

- i. Justify the purpose
 - ii. Use patient identity only where absolutely necessary
 - iii. Use the minimum patient-identifiable information
 - iv. Access to patient-identifiable information should be on a strict 'need to know' basis
 - v. All staff should be aware of their responsibilities
 - vi. Every use must be lawful
2. Employees of the Trust are required to participate in a system of appraisal and performance review to identify training and development needs.
 3. Employees of the Trust are required to comply with all relevant policies both Trust-wide and departmental policies – any queries should be addressed to your Line Manager or Head of Department.
 4. Employees of the Trust are required to attend mandatory training covering Risk Management, Health and Safety, Infection Control, Fire Safety and Manual Handling

5. Employees of the Trust have a responsibility to actively identify areas of risk in both clinical and non-clinical settings, using the Trust's risk assessment and incident reporting systems as a framework in which to identify, analyse and control risks.
6. Under the conditions of the Health and Safety at Work Act 1974, staff have legal duties as follows:
 - i. To co-operate with their employer, to enable the Trust to fulfil its duties under the Act
 - ii. Not to endanger themselves or others by their acts and omissions
 - iii. Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety
 - iv. Familiarise themselves with and comply with the requirements of the Trust Health and Safety Management System, the policies and procedures contained within and the Trust's Incident Reporting Procedure
 - v. Understand that the Trust actively encourages staff to raise health and safety issues and bring to the immediate attention of your line manager any hazard or control measure, which is failing to protect against any hazard.
7. Bring to the attention of your Line Manager and/or safety representative any other issue relating to health and safety.
8. Co-operate with management on ways to improve health and safety.
9. Participate actively in all programmes being implemented to improve health and safety.
10. It is required that all Trust employees will adhere to, and follow good infection control practices, as detailed in the Trust's Infection Control Manual and other related policies and guidelines.
11. All staff will receive training on Child Protection – Safeguarding Children Policies and Procedures as part of Induction and annual updates; this will equip the post holder with the knowledge of what they will need to do if they have concerns about the welfare of a child/young person under the age of 18.
12. Employees are expected to be aware of and carry out their duties in accordance with the standards in the Trust Equality and Diversity and Dignity at Work policies
13. The Trust operates a "Smoke Free Policy" across all sites

This job description indicates the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary.

Revised April 2009

Date of Issue:

Compiled by (Line Manager)

Print Name (Employee)

Signed (Employee)