

Position Description

Clinical Administrator/Receptionist – Auckland Breast Centre

PURPOSE OF POSITION

In accordance with specified performance targets, and in a manner consistent with Canopy Imaging's Core Values, provide high standard of service to maintain high levels of patient satisfaction and efficient practice operation.

- To deliver a patient experience that exceeds their expectations.
- To support the medical, specialist and reception services

KEY ACCOUNTABILITIES

- Prepare/stock examination room for booked procedure.
- Greet patients and prepare them for examinations, ensuring all patient information is confirmed correct. Where necessary, enter patient ID onto examination equipment.
- Ensure privacy and confidentiality of patient information is always maintained.
- Provide support to patient during examination.
- Prepare patients for interventional procedures and assist Radiologist throughout procedure.
- Assist patients following a scan or procedure, should they require it.
- Organise urgent reports and provision of images.
- Ensure Karisma verification process completed.
- Ensure patient departs with the necessary information relative to the examination, reporting and follow-up process (if applicable).
- Effectively manage all patient/referrer interactions together maintaining agreed service levels and quality output.
- Apply knowledge and experience to a variety of complex patient/referrer queries/requirements.
- Maintain high standards of safety and best practices.
- Work collectively as a team to ensure all administration functions are completed in a timely and professional manner.

Administration and Reception

- Ensure privacy and confidentiality of patient information is always maintained.
- Effectively manage all patient/referrer interactions together maintaining agreed service levels and quality output (including accuracy and completeness of patient management system).
- Apply knowledge and experience to a variety of complex patient/referrer queries/requirements.
- Maintain high standards of safety and best practices.
- Work collectively as a team to ensure all administration functions are completed in a timely and professional manner.
- Ensure booking protocols observed and patients advised of preparation requirements

- Patient appointments are appropriately booked, and patients and/or referrers are provided
- Respond to customer queries in a timely, positive and helpful manner, meeting all service guidelines.
- Skilful management of difficult patient/customer interactions.
- Booking appointments for radiological imaging and surgical consultations.
- Ensure all new patients and family members are always received in a courteous, helpful and efficient manner.
- Invoicing, receipt of payments and discharging of patients is performed in an efficient, accurate and timely manner.
- Maintain confidentiality of referral and report contents and patient details.
- When required, ensure patient reports and films are dispatched to other practices, referring clinicians, and patients in a timely, confidential and efficient manner.
- Assist with filing and retrieval of referrals, reports and films.
- Assistance with all administrative functions to ensure the efficient operation of the practice.

Quality

- Comply with the responsibilities contained in the quality documentation.
- Assist with accreditation protocols and support of the accreditation process.
- Attend meetings as arranged to satisfy accreditation, safety and first aid requirements.
- Keep management informed of any problems or issues with any practice and submit recommendations for continuous improvement.
- Raise 'Fix It' forms to report problems or deficiencies.
- Any suggested changes in documented practice protocols are notified to the manager.
- Following up on debt collection when necessary

Health and Safety

- All tasks are completed with all reasonable care to ensure the safety of staff, visitors, patients, clients and suppliers including complying with all health and safety statutory requirements, policies, procedures, training, guidelines and recommendations provided by the company
- All work-related injuries, accidents, near misses and hazards or potential hazards are reported immediately in accordance with company policies and procedures, whether or not the accident took place on the company's premises while completing work duties

KEY COMPETENCIES

Achievement

- Shows a strong commitment to meeting targets and can demonstrate achievement of these. Makes decisions, sets priorities and selects targets that achieve organisational performance requirements.
- Works to the standards and targets set by manager. Demonstrates commitment to doing the job well and right.

- Checks own work for required quality, striving to do things right first time and meeting quality and performance targets.
- Demonstrates initiative by identifying or anticipating opportunities and problems, proactively assessing options and recommending/implementing appropriate responses.

Influence and service

- Creates an impression of professionalism in all dealings with people. Creates positive first and lasting image in all such dealings.
- Shows customer & service orientation by ensuring customer service is always a priority.

Working with others

- Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so.

Thinking and understanding

- Uses common sense, experience and an understanding of procedures to identify and solve day-to-day problems.
- Applies conceptual thinking to observed situations, identifying root causes and contributing factors, and shaping responses accordingly.

Personal resilience

- Shows flexibility in applying work practices, depending on the situation, to achieve the business's objectives. Willingly 'pitches in' during emergencies, peak workloads etc.
- Shows persistence in dealing with difficult tasks or situations. Maintains optimism and positive attitude throughout.
- Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly.
- Demonstrates self-control in behaviours and interactions with others, recognising own motivation, demonstrating self-awareness and moderating actions and responses to maintain and build effective relationships. Calms others in stressful situations. Manages own stress effectively.

EXPERIENCE AND QUALIFICATIONS

Essential		Preferred
Education		• Nursing qualification
Experience	• Privacy Act knowledge applicable to the health sector • Worked within a demanding operational environment, managing multiple tasks within defined performance criteria	• Health sector experience

	• Worked in a service industry interacting directly with the external customer	
Specific skills	• Keyboard skills and computer literacy • Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations	

RELATIONSHIPS

The role requires the following relations to be managed effectively:

Internal	External
• Radiologists and Surgeons • Clinical Staff • Administration Staff • Canopy Healthcare Head Office	• Referrers and their staff • Patients • Local DHBs and ACC • Medical Insurance providers