

# POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs



September 2019

**The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

<b>Position Title:</b>	Booking Administrator, Central Booking Unit	
<b>Reports to:</b>	Team Leader - Central Booking Unit	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• Operations Manager</li> <li>• Medical Staffing Unit</li> <li>• Booking Coordinators</li> <li>• Clinical Heads of Departments</li> <li>• Senior Medical Officers</li> <li>• Clinical Nurse Specialists</li> <li>• Clinical Nurse Managers</li> <li>• Medical Records</li> <li>• IT Department</li> <li>• General Practitioners</li> <li>• Outpatients Staff</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>• General Public</li> <li>• Patients</li> <li>• General Practitioners</li> <li>• Visiting Specialists</li> </ul>
<b>Role Purpose:</b>	<p>The Booking Administrator is responsible for being the frontline team member in the Central Booking Unit at Grey Base Hospital.</p> <p>The key deliverables are:–</p> <ul style="list-style-type: none"> <li>• Telephone enquiries are dealt with politely and promptly.</li> <li>• All patients and visitors are greeted at the desk in a professional, friendly manner.</li> <li>• Provide administrative functions and data entry in both a timely and accurate manner</li> <li>• Support the functioning of the Central Booking Unit by undertaking tasks such as referral co-ordination, OPD / IP booking list co-ordination and patient bookings in accordance with Ministry of Health Guidelines and timeliness for patients as required.</li> <li>• Maintaining a high standard of accuracy and privacy.</li> </ul>	
<b>Complexity:</b>	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> <li>• Being able to multi task and prioritise your workload</li> <li>• Deal with patients either in person or on the phone that may be distressed, upset or angry and directing them to the appropriate person if required</li> <li>• Accurate data entry in line with standard operating procedure</li> </ul>	

**KEY ACCOUNTABILITIES:**

The Receptionist is responsible for:	The Receptionist will be successful when
<b>1. Reception</b>	<ul style="list-style-type: none"> <li>• All patients and visitors are greeted at the desk in a professional, friendly manner.</li> <li>• Confidentiality is respected at all times and privacy standards are met.</li> <li>• Telephone enquiries will be dealt with politely and promptly.</li> <li>• Messages will be recorded in the appropriate system, and relevant personnel will be made aware of the messages.</li> <li>• Monitor and action Central Booking Unit emails, fax and calendar.</li> <li>• Phone patients for short notice bookings and cancellations.</li> <li>• Internal and external mail and mail Preparation.</li> <li>• Action OPD Clinic Outcome Sheets and audit sheets.</li> <li>• Action Telephonist Sheets.</li> </ul>
<b>2. Assistant</b>	<ul style="list-style-type: none"> <li>• To assist staff and complete tasks (detailed below) as may be required by the Team leader – Central Booking Unit from time to time</li> </ul>
<b>3. Referrals Coordination</b>	<ul style="list-style-type: none"> <li>• Ensure that all referrals received in the Central Booking Unit will be date stamped, scanned into Health Connect South (Scanning Coordinator) and immediately checked for any urgency or High Suspicion of Cancer (HSC).</li> <li>• Ensure that all referrals marked as Urgent or HSC are to be scanned and emailed to the respective clinician on the date of receipt.</li> <li>• All letters and correspondence relevant to referrals will be checked for accuracy and sent in a timely manner.</li> <li>• Telephone communication from patients, GPs and other staff will be managed in a helpful and courteous manner.</li> </ul>
<b>4. OPD Booking List Co-ordination</b>	<ul style="list-style-type: none"> <li>• Ensure all relevant information is recorded accurately in PMS OPD entry for maximum clarity for Clinicians/Nurses/OPD receptionists.</li> <li>• Send patient appointment letters and contact patients directly where appropriate for clinic changes/cancellations.</li> <li>• Book follow-up appointments as required.</li> </ul>
<b>5. IP Booking List Co-ordination</b>	<ul style="list-style-type: none"> <li>• Ensure all letters to GP/Patient are sent accurately and in a timely manner.</li> <li>• Ensure all entered booking cards are scanned and filed.</li> </ul>
<b>6. Patient Booking</b>	<ul style="list-style-type: none"> <li>• Send all appropriate advice letters to patients ensuring time is allowed for letters to arrive.</li> <li>• Contact patients where necessary to advise short notice changes.</li> <li>• Answer enquiries in a timely and courteous manner.</li> <li>• Escalate patient complaints to the Team Leader where a resolution has not been able to be achieved</li> <li>• Ensure patient confidentiality at all times.</li> </ul>

<b>7. Health and Safety</b> Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards.	<ul style="list-style-type: none"> <li>The Team Member will be responsible for their own safety and will ensure that no action or inaction on their part will cause harm to any other person.</li> <li>The Team Member will abide by the Organisation's Health and Safety Plan and will participate in plan development and Health and Safety Training as appropriate.</li> </ul>
<b>8. Quality</b> Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.	<ul style="list-style-type: none"> <li>It is expected that the Team Member will participate in the development of quality activities.</li> </ul>

**PERSON SPECIFICATION:**

Qualifications & Experience	
<b>Essential</b> <ul style="list-style-type: none"> <li>Knowledge of office systems and procedures</li> <li>High standard of interpersonal communication skills, including written and verbal</li> <li>Excellent computer skills, including knowledge of Microsoft word, Excel and Outlook (email)</li> <li>Ability to work well in a team and foster good interpersonal relationships</li> <li>Willing to support and assist other staff and units as required</li> <li>Ability to demonstrate strong personal initiative and high standards of performance</li> <li>Be able to work under pressure and meet deadlines</li> <li>Accountability</li> <li>Ensure patient confidentiality at all times</li> <li>Attention to detail a priority</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Qualification in Medical Terminology</li> <li>Knowledge of iPM Patient Management Database</li> <li>Knowledge of HCS</li> <li>Knowledge and understanding of the Principles and Articles of the Treaty of Waitangi</li> </ul>

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of West Coast District Health Board

\_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

West Coast District Health Board

I accept the terms and conditions as outlined in this Position Description

\_\_\_\_\_

Name \_\_\_\_\_

**Booking Administrator, Central Booking Unit**

Date: \_\_\_\_\_

West Coast District Health Board