

THE ROYAL MARSDEN NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE:	Private Patient Administration Officer
BAND:	4
DEPARTMENT:	Private Care Contact Centre
DIRECTORATE:	Private Care
HOURS OF WORK:	37.5 (rota basis)
BASE LOCATION:	Wallington (primary) and all other hospital sites (Chelsea, Sutton & Cavendish Square)
RESPONSIBLE TO:	Team Lead, Private Care Contact Centre
ACCOUNTABLE TO:	Assistant Service Manager Patient Contact and Accounts
LIAISES WITH:	All Trust staff

Overview of the Post

The Private Care Contact Centre Team provide a single point of access and enquiry for prospective patients seeking advice and information about private treatment at the Royal Marsden NHS Foundation Trust.

As the team are the first point of contact with the Trust, it is crucial that they set the highest level of customer service that patients would expect to receive from private care.

The post holder will be required to work as part of a team, responsible for answering patients' queries and providing clear information, support and advice to new and prospective patients, with responsibility for the booking process. Promoting the Trust's mission, services, cancer treatments and care, and providing guidance as to the particular specializations of Consultants within the Trust.

The post holder will be responsible for liaising with all required units within the Trust, regarding patients' medical needs, procedures and appointments, and where required with external professionals. The postholder will also be responsible for keeping and managing records of patient's queries, updating information packs provided to patients and highlighting any concerns to the Assistant Service Manager Patient Contact and Accounts.

The Private Care Contact Centre team provides a service from 8am-6pm Monday to Friday, which will require the post holder to be flexible and work on a rotational basis.

Key Tasks and Responsibilities

Customer Services

- To be the first point of interaction for any Private Patients within The Royal Marsden NHS Foundation Trust, ensuring that the prospective patient journey begins with a positive and welcoming experience, and instills confidence in our services.
- To answer telephone calls as per quality service standards, demonstrating an excellent phone manner, contact handling skills and active listening.
- To communicate with referrers and all contacts including patients, members of the public and staff in a friendly, professional and courteous manner at all times.
- To have the ability to professionally deliver customer requests, dealing with sensitive and emotional situations by using appropriate language and demonstrating reassurance.
- To communicate clearly and concisely with consultants, patients, and colleagues within the Trust.
- To build and maintain excellent working relationships with all internal contacts, including but not limited to Consultants, Medical PA's and other Private Care teams.
- To build and maintain excellent working relationships with external customers: (e.g., GPs, private hospitals/clinics and insurance companies) ensuring all queries are dealt with and escalated appropriately.
- To demonstrate the ability to multi-task, prioritise and manage time effectively.
- To attend internal and external meetings on the request of your line manager.
- To exercise a level of emotional resilience, tact and diplomacy when dealing with patient enquiries, ensuring that the patient feels at ease when discussing their options.
- To provide prospective patients with the most up-to-date information regarding treatments, procedures and the hospital facilities.
- To ensure that patients are made aware of the referrals process, the Trust's terms and conditions of service and their financial responsibility, whether the patient is sponsored, insured or self-funding.
- To demonstrate the ability to skillfully navigate and signpost customers to the most appropriate areas / person but take responsibility within the remit of the role (e.g. responsible point of contact and taking ownership of enquiry and referrals).
- To arrange appointments and send any appointment letters/correspondence and other required information in line with Private Care guidelines.

- To ensure all letters, reports and emails are of high quality in terms of presentation and accuracy and adhere to Royal Marsden Private Care guidelines.
- To ensure patient's concerns and complaints are dealt with immediately and escalated appropriately.
- To use own initiative to ensure that concerns or complaints are brought to the attention of the Assistant Service Manager Patient Contact and Accounts, or escalated in their absence, to ensure they are resolved.

Finance

- To provide prospective patients with the most up-to-date information regarding advance payments.
- To establish payment method for each private patient, i.e. self-paying or insured, and ensure this information is captured in the appropriate databases.
- To secure and record the appropriate payment in advance of delivering consultation, treatment, pathology or reports as per Private Care service standards, escalating any issues to the Assistant Service Manager Patient Contact and Accounts.
- To discuss with patients the completion of key information relating to financial matters such as registration details and account details for the patient to clearly understand their responsibility (e.g. with self-paying or insured).

Data Management

- To create and update a detailed log with all received enquiries on a daily basis in the appropriate patient management systems.
- To track the progress of all new referrals and second opinion requests in the appropriate patient management system.
- To actively follow-up on new referrals and second opinion requests to ensure an outcome is achieved within agreed timescales.
- To progress new enquiries in line with unit key performance indicators and escalate to the Assistant Service Manager Patient Contact and Accounts all exceptions.
- To be responsible for accurately recording all new private patient registration details on to the hospital's information system.
- To ensure all record keeping is up-to-date and accurate and in line with the Trust's information governance policy.
- To actively manage folders within the shared generic email accounts in line with Private Care guidelines.
- To support the Assistant Service Manager Patient Contact and Accounts to develop and maintain an up-to-date manual/reference source to refer to when

dealing with enquiries outlining key information (i.e., Trust requirements, up-to-date forms, Trust contacts etc).

- To ensure that all of the Trust's policies and procedures are adhered to and acted upon in a timely and efficient manner.

Communication

- To collate and organise referral information following initial contact.
- To liaise with relevant Consultants and Medical PA's as required to ensure that appointment requests and written second opinions are delivered within a timely manner, and that the appropriate information is communicated to them in advance.
- To ensure that patient information packs are updated regularly and sent/emailed in a timely manner when requested.
- To demonstrate awareness of other cultures and religions whilst dealing with Private patients and to ensure vulnerable groups are not discriminated against.
- To use the skills, experience and information gathered through undertaking the role to constantly improve the referrals process so that is more effective for all stakeholders.

Education and Development

- To maintain a professional knowledge base, keeping up to date with new developments, new legislation and guidance affecting Cancer Services and Private Care.
- To undertake personal development activities and training as agreed with your line manager.
- Ensure own knowledge and skills are kept up to date in line with any changes.

Other Core Responsibilities

- To process private patient referrals using the hospital information system (HIS).
- To book Private Patient appointments in the hospital patient management system as required including face to face, telephone or virtual clinics and where required liaise with other teams regarding confirming availability.
- To manage and act as the main point of contact for enquirers and referrals from prospective patients, clinical teams and other stakeholders regarding the processes required.
- To use own initiative to ensure that, where appropriate, urgent matters are brought to the attention of the appropriate Consultant(s) and/or their Medical Secretary/ PA to ensure they are resolved, and that the enquirer is updated on action taken.

- To be responsible for managing own workload and to work independently and as part of a team. This involves prioritising and organising own workload.
- To receive, manage and communicate cost estimates for Private Care services.
- To ensure that clinical and administrative arrangements are in place, should a patient decide to proceed with Private Care so that the care can be delivered effectively and that any disruption to the patient is minimised.
- To contribute to the objectives of the team and of the Trust.
- To input to and assist in the production of marketing material for patients.
- To undertake any other duties commensurate with the grade as requested. To provide cross over on elements of NHS duties, as commensurate with the grade.
- This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Covid-19 vaccination

Covid-19 vaccination is a condition of employment for this role, unless an exemption applies. The successful applicant may have contact with vulnerable service users and we will therefore seek proof of being fully vaccinated during the recruitment process.

Flu vaccination – What we expect from our staff

At The Royal Marsden we have an immune compromised patient population who we must protect as much as we can against the flu virus. Each year, seasonal flu affects thousands of people in the UK. Occurring mainly in winter, it is an infectious respiratory disease capable of producing symptoms ranging from those similar to a common cold, through to very severe or even fatal disease.

The wellbeing of our staff and patients is of the utmost importance to us, and it is the expectation of The Royal Marsden that all patient facing staff have an annual flu vaccination, provided free of charge by the Trust.

General Data Protection Regulation

You will familiarise with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Safeguarding and Wellbeing of Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce. All staff are expected to be aware of national, organizational and departmental policies and procedures on safeguarding and promotion of the wellbeing of children and vulnerable adults and should be able to communicate this to others.

Health and Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

Customer Service Excellence

All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Emergency Planning

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

Equality and Diversity Policy

The Royal Marsden NHS Foundation Trust is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex and sexual orientation.

Security

All staff are required to take reasonable care to ensure their own personal safety, the security of other staff, patients and visitors, and the security of Trust property, following the requirements set out in the appropriate Trust policies.

No Smoking Policy

It is the policy of the Trust to promote health. Smoking is actively discouraged and is prohibited in most areas of the Hospital, including offices, with the exception of designated smoking areas on both sites.

Review of this Job Description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

PERSON SPECIFICATION		
CRITERIA	Essential / Desirable	Evidence
Qualifications/Training Educated to NVQ 3 or equivalent Further qualification in Customer Services from a recognised professional body or be willing to undertake further training AMSPAR Certificate in Medical Terminology	E E D	Application and certificates Application and certificates Application and certificates Application and certificates
Experience Competent user of Microsoft Office – using excel, word and Outlook Experience of providing customer service Experience of data entry and data checking Experience of providing telephone or remote customer service Experience of working within a hospital or medical setting	E E E E D	Application Application Application and interview Application Application
Personal Attributes Flexible and able to work as part of a team to ensure that the team deadlines are met Highly organised, with strong time management skills Ability to communicate sensitively and courteously and with a range of different individuals and teams A tactful, diplomatic and empathetic attitude Professional outlook and presentable smart appearance	E E E E E	Application and interview Application and interview Interview Interview Interview

Appreciation of customer attitudes and expectations from diverse backgrounds	E	Interview
Skills, Knowledge and Abilities		
Excellent communication and interpersonal skills	E	Application and Interview
Excellent attention to detail	E	Interview
Able to deal confidently and professionally with queries	E	Application and interview
Ability to prioritise own work to meet tight deadlines and targets	E	Application and interview
Able to work independently of supervision	E	Application and interview
Knowledge of patient management systems	D	Application and interview
Knowledge of new oncology treatments and developments.	D	Application and interview
Others		
Ability to work in a pressured environment	E	Application and interview
Self- motivated with a proactive approach to problem solving	E	Application and interview