



Job Title: Self-Pay & NHS Service Administrator

Location/Base: Highgate Private Hospital

Dept.: Self-Pay / Contracts Department

Reporting to: Self-Pay & Contracts Manager

1. JOB PURPOSE:

Working within the Self-Pay & Contracts Department providing an efficient and courteous inpatient and outpatient appointment service keeping within the 18 week breach period for our NHS services.

- Develop the Self-Pay business within the hospital, by efficiently responding to patients.
- Manage all private patient related enquiries and bookings over the telephone, online/email, and face to face from initial enquiry through to booking and tracking. Success will be measured through performance in line with objectives – growth in specific types of bookings, conversion rates and other.
- Whilst carrying out all of the duties it is expected that you will take responsibility for ensuring that customer care standards are met in accordance with the Customer Care Policy.

2. KEY ACCOUNTABILITIES:

- Provide an efficient, prompt and courteous service for the Self-Pay/Contracts Department.
- Display an outstanding telephone manner and face to face interpersonal skills, as well as high standard and meticulous written work/communication - applicable to all internal and external customers/stakeholders/colleagues
- To ensure that all information concerning patients is treated in the strictest confidence.
- Ensure Data Protection Act guidelines are followed.
- Provide accurate quotes of prices when enquiries have come through for procedures or treatments.
- Assist the Self Pay & Contracts Manager in the development of Self-Pay structure, working closely with consultants and secretaries.
- Thoroughly research and understand hospitals services, local competition, healthcare marketing and utilise horizon scanning to source best practice.
- Personally receive, manage and process all e-mail, telephone, internet and face to face enquiries promptly and effectively in line with organisational objectives/KPIs, whilst delivering a highly customer focused service.
- Proactively build and maintain strong internal relationships across departments and functions - ensuring that communication pathways for live update of new services/changes and to understand any specific promotions or advertising campaigns and their objectives.

OUTPATIENTS:

- Assist in maintaining the CAB appointment slots.
- Update, manage and retrieve patient information on a daily basis from CAB and APAS.
- Liaise directly with the GP practices to obtain patient information.
- Process and accept patients received through the APAS Management Referral Service. Checking the patient's demographics and assigning the correct pay code relevant to the GP's practice.
- Liaise with the Medical Secretaries regarding clinical letter following patient's appointment.
- Print off CAB appointment letters applicable to the service and send relevant information to patients & Consultants.
- Request diagnostic images prior to patient's first consultation.
- Collate reports and results; request patient notes when required and send to the consultants for review if necessary.
- Manage and advise on outcomes from patients appointments ensuring that the clinical pathway criteria is adhered to.
- Re-book follow up appointments as and when necessary.

INPATIENTS:

- Ensure patients are treated within the specified timescales and to monitor breach dates.
- Ensure Funding Approval has been obtained within the POLCE guidelines pertaining to the relevant PCT.
- Update APAS accordingly with outcome of Funding Approval daily.
- Assist in liaising with the Consultants and Reservations with regards to theatre slots/allocation for patient's procedures, when required.
- Assist with the organisation of the patient's TCI dates, booking and pre-operative tests and complete necessary documentation.

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

"Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families"

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.

- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information

- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Self-Pay & NHS Service Administrator PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	<ul style="list-style-type: none"> • Good all-round general education skills. 	<ul style="list-style-type: none"> • Customer service or business administrators qualification
Specific training Skills Knowledge required:	<ul style="list-style-type: none"> • Ability to work in a pressured environment • Flexible • Excellent communication skills, written and verbal • Good telephone manners • Good IT Skills • Adheres to confidential information at all times • Excellent prioritisation skills 	
Experience	<ul style="list-style-type: none"> • Administration experience in the Healthcare industry • Strong inter-personal skills • Ability to deal with difficult situations 	
General temperament:	<ul style="list-style-type: none"> • Cheerful and helpful manner • Ability to work as part of a team and solo • Flexibility • Good time keeping • Professional and welcoming 	

Author:	Iris Goh	Date:	19/09/2021
Revision:		Date:	
Agreed Post Holder:		Date:	
Agreed Manager:		Date:	