

## Job Description

<b>Position:</b>	Patient Services
<b>Manager:</b>	Shona Wills
<b>Department:</b>	Patient Services – Ashhurst Site
<b>Date:</b>	August 2023

### Why the role exists

Be the trusted person who supports the smooth running of our Ashhurst Health Care Practice.

### What you do

#### Customer and Community Service

- Provide outstanding customer service and be the welcoming face people see when they come to the health centre.
- Create a friendly and warm environment for patients and their whanau.
- Build connections with the local community and other health and wellbeing providers.

#### Patient enrolment

- Use MedTech Evolution to complete all patient enrolment tasks, such as enrolling new patients, transferring patients and maintaining details of existing patients, in accordance with Ministry of health guidelines.
- Facilitates patient flow by notifying the clinical team of patient's arrival, being aware of delays, and communicating with patient and clinical staff.

#### Billing and Accounting

- Ensure patients and providers are charged in accordance with Ashhurst Health Care invoicing and claiming processes.
- Be the expert on patient subsidies to ensure patient are able to access any available subsidies or funding.
- Complete & reconcile daily banking and petty cash.
- Investigate and respond to invoice queries with support from Business Service as required.

- Check and approve supplier packing slips and invoices

#### **Patient records**

- Maintain high quality patient record keeping, ensuring all patient communication is appropriately filed each day.

#### **Appointment scheduling and rostering**

- Support the maintenance of the patient appointment books and monitor so they adapt to observed demand patterns.
- Be aware of and communicate out staff rosters.

#### **Medical Supplies and Clinical Team Support**

- Support Clinical Team to ensure medical supplies are stocked and clinic rooms are ready to go at the start of each day.
- Support the clinical team in some tasks such as acting as a chaperone or helping with equipment.

#### **Facilities support with Business Services**

- Keep the practice facility well maintained and looking great, provide regular reports to Business Services.
- Support maintenance schedule, including raising any facility issues as they arise, to ensure smooth running of the clinic.
- Liaise with external trades as required and contractors on facilities maintenance.
- Maintain Health and Safety processes of the Practice including fire evacuation plans and completing routine fire drills.
- Premises will be opened for business, and closed securely at the end of day, in accordance with practice security protocols.

#### **Health, Safety and Wellbeing**

- Be proactive and committed when it comes to our safety and wellness culture.
- Be safe at work. Look after yourself and your colleagues.
- Know and work with our health, safety and wellness policies and practices.
- If something needs to be discussed, talk about it proactively with both your colleagues, managers, and any visitors.

#### **Privacy**

- Put privacy at the forefront of everything you do. Give the utmost respect to patient privacy and ensure compliance with privacy laws and regulations.

Other tasks as required to support both Feilding and Ashhurst clinics.

## How you do your work

### ***Equitable Health Outcomes***

*Across all our work we practice in an equitable and inclusive way which recognises and acknowledges the diverse and differing needs of our patient base and ourselves.*

### **Behaviours**

- **Every day is different** – Readily adapt to the changing environment in which we operate. Be prepared to wear many ‘hats’.
- **Empathy & Connectivity**– Communicate with professionalism, humbleness and a human touch that reflects who we are, showing compassion, respect and discretion when dealing with sensitive information.
- **Team** – Be enthusiastic, collaborate and support each other. Take pride in what we achieve as a team and your part in representing our business
- **Be a leader in your own right** – What you walk past, you accept. Be true to yourself and who you are, learn, grow and share every day.
- **Work Smarter not harder** - there is no best, only better and it starts with you. Be proactive in identifying and voicing where we can improve our business through ideas, change and kaizen.
- **Own it** –Take self-responsibility and ownership in all you do. Including overseeing all daily tasks are completed accurately and on time.
- **Relationship management** – Be relatable and value other points of view. Work collaboratively and develop strong professional working relationships with other team members.

### **Skills and Knowledge**

- **Be prepared and organised** – Keep focused. Be aware of how long tasks take and allocate your time efficiently. Prioritise and schedule to get your work done, openly raise any foreseeable issues or barriers and ask for help when needed.
- **Communicate & Clarify** – Be highly professional. Proactively think about how you listen to and communicate with people to get the best outcome. Be clear and check that you’ve been understood.
- **Juggling** – calmly and methodically work through tasks and situations as they occur. Quickly assess priorities and reschedule your work. Clearly and calmly communicate to manage expectations.
- **Problem solves** – seek to understand the source of problems as they arise and look to find solutions, utilise the knowledge and guidance of others wherever needed
- **Dependability** – Be the person that patients and the clinical team and patients can rely on and trust.
- **Technology** – Be tech savvy when it comes to new software. Confidently apply and adapt these to our working environment. Be a competent user of Microsoft Office Suite. Hands on knowledge of practice management software is helpful (we use Med Tech).

## What you bring to the role

### Experience

- **Customer service** – Experience as a customer or patient service professional with a strong sense of what excellent customer service is.
- **Administration** – experience in some office administration tasks such as invoicing, reception, record keeping and data entry.