



MARYPORT HEALTH SERVICES

Alneburgh House, Ewanrigg Road,
Maryport, Cumbria. CA15 8EL

JOB TITLE: Administrator
RESPONSIBLE TO: Admin Supervisor
HOURS: Up to 25hrs per week

JOB SUMMARY:

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Project a positive and friendly image to patients and other visitors to the practice.
- To provide administrative support and services to all members of the practice team.

Job Responsibilities:

- Dealing with all patient and staff enquires.
- Processing patient & secondary care correspondence, eg insurance forms, medical certificates etc.
- Communication with colleagues regarding information about any urgent or unresolved matters.
- Scan patient correspondence onto the patient record
- Read code letters and hospital discharges
- Take telephone calls from patients requesting pathology results
- In respect of patient registration:
 - Process incoming amendments and deductions
 - Pull medical records for deducted patients and print out any correspondence, attachments and images to send with the records
 - Enter new patient registrations onto the Practice computer system
 - Update patient medical records with changes of address and inform other providers of address changes if necessary

Administration:

- To have a thorough knowledge of all Practice policies and procedures.
- To work in accordance with written protocols
- Patient correspondence, eg letters.
- Validate patient referral data

- Pulling/Filing notes
- Fax and photocopy as requested.
- Typing of patient correspondence.
- Any other tasks allocated by Supervisors.