

Patient Workflow Administrator

Introduction

We receive a great deal of information into the practice each day and throughout the day. This comes by a variety of routes, both electronic and paper-based. The correct handling of this information is vital to ensure safe patient care and the efficient running of the practice. The information needs processing accurately to make the correct use of it and this job involves responsibility for handling this information efficiently, safely and diligently and is of the highest importance.

Paper information is scanned and shredded to ensure paper-light operations. The scanned images are handled by a document management system (Docman) and all information associated with patients is stored within or attached to their record in the EMIS Web clinical system. The electronic patient information is handled also by Docman or by a separate module within the clinical system (EMIS Web). We also use NHS Mail email service. Laboratory test results are received directly into the patient record in EMIS Web. Data within scanned documents cannot be understood by the computer and therefore certain information within the documents such as new diagnoses or important test results require 'coding'- entering into the computer database. GPs use the Read Code system.

1 Job Purpose

- To manage the information received by the Practice to enable provision of excellent patient care and ensure the patient records are kept up to date and accurate.
- To improve the quality of the data held.
- To facilitate sharing of patient records and data with other providers of health and social care.

General Methods

- To categorise, route and allocate incoming mail, both paper and electronic.
- To ensure outgoing information and records are efficiently and correctly despatched.
- To be responsible for scanning, coding and summarising the incoming clinical and non-clinical information and is correctly linked to or embedded in the patient records. Ensuring patient records are updated accurately and in a timely fashion.
- To summarise incoming medical records of new patients and code the required information into the new patient record.
- To monitor the performance of the communication systems you are involved with, raise alerts if there are problems and liaise with helplines or providers of services to solve problem.
- To monitor your workload and report to your line manager.
- To contribute to the continuing improvement of Practice information and the information management systems and processes.
- To work as part of the Practice team and become involved in staff training of IT skills as necessary.

All these processes relate to delivering a high quality of patient care and the smooth and efficient running of the practice.

2 Personal Skills Applied to this post

- Trustworthy and discreet – you will see a great deal of highly sensitive information and the maintenance of absolute patient confidentiality is essential.
- IT literate – you will be comfortable operating with standard MS Office software (fully competent in MS Word, competent in MS Excel and will learn and become skilled in the use of specialist medical, scanning, document management and coding software (training provided).
- Diligent - a high level of accuracy is required as the data inputting relates to vital clinical and other confidential information used in patient care. Errors could result in harm to patients.
- Literate - A high standard of written English will be demonstrated and you will learn medical terminology and develop a working knowledge of some of the concepts behind the words.
- Self-management – You will manage your own workload efficiently and alert your line manager if any backlogs develop. You will work in a timely manner and prioritise appropriately.
- Flexibility:
 - Willing to change and develop as the requirements of the role and the Practice change
 - Willing to undertake suitable tasks to relieve peak pressures in Reception or administration when needed (eg sickness, covering during training)
 - Willing on occasion to work paid overtime to deal with unexpected demand

Desirable Attributes:

These will all become part of your working day and you will be taught on the job:

- Familiarity with EMIS Web clinical software
- Familiarity with Docman document management system
- Previous experience with medical terminology, clinical coding, particularly Read Codes and summarising records.

3 Detailed Activities

(these are not exclusive and full training will be given. Some of this role is supervisory but you will need to know how each process works)

- Open paper mail in the mornings; date stamp it immediately and sort
- Open electronic mail systems (Docman, NHS Mail, Patient Access etc)
- Categorise mail according to our Practice Procedures:
 - paper documents to be scanned and routed to the patient records, intranet or other destinations
 - identify and prioritise urgent messages/mail/faxes or other items and route to Duty Doctor or other appropriate person without delay
 - identify requests for action or items requiring special attention and handle appropriately
 - all mail to be workflowed appropriately to doctors, managers, administrators etc according to Practice Procedures and rotas
- Scan all incoming mail/faxes/solicitor and insurance reports and other such documents and link with the relevant patient records where appropriate
- Forward urgent items concerning patients to the doctor involved or to the duty doctor according to our protocols.
- Transfer all electronically received or scanned letters etc into the correct daily workflow mailboxes according to protocol and rotas.

- After scanning pass all hard copy insurance report requests, solicitors' requests etc to the relevant staff member.
- Scan all completed outgoing reports (such as solicitors', disability reports, social services reports, blue badge reports etc) and link with the relevant patient records and delete the initial iteration.
- Manage the scanned document flow to all clinicians using the Docman document management software, ensuring appropriate prioritisation of important information.
- Manage the incoming electronic information within the EMIS document system. (such as electronic test results, outpatient letters, discharge summaries and out of hours contacts)
- Check GP pathology results links each morning, matching unmatched patient results and allocating any unallocated results. Problem solving and liaising with hospital lab or helpdesk if the system has not downloaded results that day.
- Read code (clinical coding system) into the patient record, important information from hospital outpatient letters, discharge summaries, hospital tests, letters from social services and any other agencies that impact on a patient's medical history such as:
 - DNA (non attendance) letters
 - Recording new diagnoses
 - Operations or other procedures performed
 - Recording important negative or positive test results performed in hospital
 - Letters from other health professionals such as Physiotherapy, Psychology, Osteopath, Optician, Dietician, Social Services etc
 - Blood pressures and other selected physiological measurements
 - Xray and scan results
 - Maternity antenatal letters
 - Postnatal discharge summaries
- Summarising notes of new patients that come into the building so that patient records contain the main elements of the past history
- Tidy the incoming GP2GP electronic transfers of records to match our data standards and requirements
- Troubleshoot Practice IT systems and data errors encountered, including liaising with helplines, hospital departments and support organisations as necessary.
- Keep a log of computer faults and chase up unresolved problems
- Load updates
- Ensure backups are taken in accordance with practice procedure
- Pro-actively initiate data quality improvement projects
- Manage the computer appointment system and learn to add sessions from a template
- Review and redirect any requests from Patient Access system and E consults to the appropriate team members.

Other tasks as directed by the line manager, which may include the following:

- Auditing data collection standards in the practice
- Monitoring progress of notes summarising against practice targets
- Monitoring patient call and recall systems
- Processing workflow completely, including booking patients in for relevant tests and appointments
- To ensure the efficient running of the practice computer system, carrying out searches, audits and recalls as required by the doctors, nurses and manager.

- Set up and run clinical searches
- Ensure accurate report output
- Interrogate data for audit purposes
- Maintain the appointments system
- Support and guide members of staff in the use of the computer system

4. Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- To work within the terms of the Data Protection Act
- To adhere to the Practice Governance rules and guidance.

5. Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

6. Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

7. Personal / Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

8. Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

9. Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

10. Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

11. General

- Direct line manager is the practice manager.
- Clinical supervision and training delivered by Dr Dodhia
- Dress code to be smart.
- Work area and equipment to be kept clean and tidy.
- All data to be consistently organised and filed in accordance with agreed standards
- Work to be organised and filed such that it is possible for a substitute to take over at short notice.