

**Job Title**: Radiology Receptionist

**Location/Base**: Parkside Hospital, 53 Parkside, Wimbledon SW19 5NX

**Dept**.: Radiology Department

**Reporting to**: Radiology Reception Manager / Head of Radiology

1. **JOB PURPOSE:**

To provide a professional reception and appointments system for all modalities in the Radiology Departments at Parkside Hospital. To be the first point of contact in person at the radiology reception desk and on the telephone for patients, hospital personnel, medical staff and consultants. Must have full working knowledge and understanding of radiology investigations, information systems and booking protocols. To work as part of a highly trained and experienced team, exercising initiative and prioritising workloads whilst following departmental policies and procedures.

# KEY ACCOUNTABILITIES

# Greet patients in a welcoming friendly manner, book patients into the department, confirming records of the patient details are accurate and up to date ensuring amendments are made on RIS/APAS where necessary in real time. Perform a credit card swipe when required.

* Open/distribute and monitor post/faxes/emails identifying urgent referrals.
* Interpret request information to ascertain examination request and scan, allocate and book patient requests/appointments on to the RIS system with appropriate radiologist and/or in appropriate timeslot, ensuring patient details are correct.
* Liaise with Radiographers / CIAs / Radiologists regarding vetting / protocolling requests within a timely manner and discuss concerns regarding duplicate requests.
* Have a clear understanding of appointment procedures with knowledge of each individual consultant speciality.
* Advise patients in a professional manner on sensitive issues such as LMP dates (10 day rules / menstrual cycles)
* Book appointments in person, via telephone and post. Ensure the correct appointment letter processed indicating correct examination prep.
* Carry out required reception desk tasks on a daily basis i.e.:
	+ Check overnight post-box and fax machine periodically throughout the day
	+ Process any paperwork left from previous day or which arrives during the day
	+ Check Diagnostic Inbox for any requests sent in electronically and process
	+ Assemble radiologists clinic lists for the following days and ensure paperwork present
* Check upcoming appointments for any errors and correct
* Check Pending list daily for any patients who are due to be contacted according to their request
* Ensure outlook emails are constantly monitored to capture notifications, changes to procedures/protocols and training. Also ensure that emails are read daily from admin coordinator and Head of Radiology.
* Fill last minute appointment slots due to cancellations ensuring maximum efficiency and full use of services are met updating relevant staff of changes to booked lists.
* Inform patient with accurate instructions regarding examination prep (to attend with a full bladder / fasting) answering and seeking answers to any concerns.
* Direct patients to the appropriate waiting area and ensure patients are given appropriate instructions for their radiology examinations. Monitoring of patients in waiting area.
* At times referrals require some investigation to confirm whether a patient may need special assistance or a hoist. This is considered when booking a room / consultant.
* To act as the primary contact for telephone enquiries from patients, consultants, GP practices, admin and clerical staff as well as other healthcare professionals in a proficient manner to a satisfactory conclusion whilst remaining calm in the face of anxious and/or emotional patients and relatives.
* Ensure ID is presented if copy of imaging was requested and collected in person. Also ensuring requests for copy images from medical professionals are from a reliable source.
* Generally assist patients as part of their work, but other duties might involve the manual handling of patients, when assisting radiographers during a major patient incident.
* To undertake any other duties not specified within the job description as determined by the Radiology Reception Manager or Head of Radiology
* Be aware of relevant Radiation Protection Guidelines
* Exercise initiative, prioritise own workload and act independently
* Multitask daily, maintaining the ability to complete each task correctly
* Demonstrate team work and at times cover for colleagues leave/sickness
* Report any failures/maintenance issues to appropriate area
* Display excellent communication skills, act in a professional manner with sensitivity and discretion both in person and on the telephone often communicating with emotional patients/relatives using judgement and experience
* Maintain a strong professional working relationship with radiography staff, consultant radiologists and hospital staff often being put on the spot to find solutions for urgent patients and queries.
* To attend and contribute to staff meetings
* Train new staff on appointment systems and monitor quality of training in conjunction with senior staff.

# 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.



**Person specification**

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|  | ESSENTIAL | DESIRABLE |
| **Educational qualifications:** | Educated to GCSE / O level | RSA 2 word processing or equivalent.NVQ level 3 or equivalent |
| **Experience** | Experience in healthcare industry | Experience as receptionist in a radiology departmentExperience as receptionist in a medical organisation |
| **Specific training/skills /knowledge required:** | Commitment to provision of a high quality service for patients/consultantsAbility to work under pressure whilst maintain a calm and professional attitudeExcellent customer care skills and standardsExcellent interpersonal and communication skillsGood co-ordination and time-management skillsFlexible and willing to undertake a wide range of dutiesAbility to work as part of a teamAbility to make prompt decisions based on knowledge, experience and circumstancesAbility to work using own initiative but also to know when to seek assistance and guidanceDemonstrate effective verbal and written communication skillsComputer and keyboard skillsKeep all records up to date in a clear, accurate and concise manner on a day-to-day basisEffective communication in a wide range of situations in writing, person or by telephoneManual Handling of patients  | Ability to set up and maintain organisational systems |
| **General temperament:** | Enthusiastic and proactive attitude towards workAbility to cope with work pressures and manage time effectively |  |