

Job Description

Job Title	Patient Navigator
Location	As per contract
Reports to	Practice Coordinator/Manager
Hours	

JOB SUMMARY

Patient Navigators are the first point of contact for our patients and visitors. Utilising your patient navigation training (provided in house) you will receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

You will provide general assistance to the clinical team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

The post holder will provide effective input into the work of OneMedicalGroup, to support the achievement of our vision and values:

- Putting people first
- Working together
- A better future

JOB RESPONSIBILITIES

- Open up the premises at the start of the day, set the alarm to day function, including checking the heating/air conditioning and panic alarms and make all necessary preparation to receive patients.
- Greet patients and visitors, secure names and needs and direct accordingly using patient navigation skills.
- Receive and make calls as required with the ability to handle heavy phone/patient traffic. Divert calls and take messages as appropriate. Ensure that the telephone system is operational at the beginning of each day.
- Pulling, filing and photocopying of patient paper records.
- Scanning and attaching patients' data to patients' electronic records.
- Deal with all enquiries in a professional manner, taking messages and recording information appropriately.
- Sort, screen and distribute incoming internal mail. Process outgoing mail following the procedure.
- Ensure the reception area is left tidy and ready for use by incoming colleagues, together with any hand-over information.
- Receiving all incoming deliveries, opening and distributing accordingly.
- Ensure that kitchen is kept clean and tidy in turn with other staff.
- Periodically checking the fax to make sure it is operational and has an adequate paper supply before leaving in the evening.

- Securing premises at the end of the day ensuring the building is totally secured, internal lights are switched off and the alarm activated.

Communication

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

- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly

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 recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup 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.

Quality

The post-holder will strive to improve and maintain quality, 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

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 security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Confidentiality

- 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, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.