

Job description

Clinical Assistant

Location: Barnet

Reports to: Operations Support Manager

Working with: Patients, Clients, GPs, NHS Trusts, Clinical and Non-Clinical Colleagues, Patient Referral Centre, Head Office support functions, Suppliers

InHealth sees more than 3 million patients each year and diagnostic imaging is one of the busiest services we provide. Our Clinical Assistants are a vital part of the InHealth team and they are responsible for making sure our patients receive the best customer service from initial telephone contact, through to arrival on-site and during their procedure.

As a Clinical Assistant you will deliver a professional and patient-focused service, working alongside your clinical colleagues in our dynamic and fast-paced sites. As an integral part of our clinical support team, your skills as a Clinical Assistant help us to deliver on our vision to make healthcare better.

What you will do:

By applying professionalism and expertise, you will play a pivotal role in how we support our patients through their healthcare journey. Using IT systems and digital technologies, you will make sure that our patients feel informed and engaged throughout their diagnostic pathway. You will ensure the smooth running of the work day by greeting and preparing patients for their procedure and use a patient management system to provide both clinical and clerical support to practitioners.

What you are responsible for:

- Welcoming patients to the clinic in a professional manner, coordinating their arrival through to departure, acting as patient advocate at all times
- Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate
- Ensuring that clinically validated examinations are booked appropriately and according to clinical priority on the appointments system
- Clarifying patient's identification and completing the pre-scan consent and data protection form
- Preparing patients for clinical procedures and chaperoning them as required
- Assessing patients' conditions post procedure and report any changes to the relevant staff
- Facilitating efficient patient scheduling and throughput, leading to optimal use of scanning capacity
- Advising patients of relevant examination details as and when required with the support of the practitioner
- Ensuring all patients are invoiced promptly and accurately and that payment is taken on the day, recorded and banked promptly

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- Tracking and distributing imaging data and reports to referrers, ensuring that results are dispatched in line with clinical priority and KPIs
- Managing clinical risk within own designated working area and maintaining a clean and safe working environment in order to deliver safe and effective practice in line with InHealth's policies and procedures
- Remaining up to date with mandatory training and completing any additional courses required for this role, which includes basic life support and patient transfer, to assist in any emergency situations
- Adhering to the requirements of the Data Protection Act (1984) ensuring confidentiality of information regarding staff and patients is always maintained
- Maintaining stock control and being responsible for purchasing consumables and supplies as and when required within agreed processes and guidelines
- Understanding all responsibilities and adhering to all statutory requirements for Health & Safety, COSHH, PPE, fire safety, complaints, accident reporting and magnetic field & radiation safety
- Complying with ISO standards in respect of Information Security Management

What people see in you:

- A positive attitude with a helpful and proactive approach to customer service
- A professional, empathetic and courteous individual who cares about people and conducts themselves professionally with both patients and colleagues
- A team player who is supportive, reliable and trustworthy
- Someone who thrives on and remains calm and focused in challenging situations

You will:

- Be skilled at administration processes and proficient with Microsoft packages
- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Have excellent verbal and written communication skills
- Have good listening skills with an ability to present information in a logical manner
- Understand the importance of patient confidentiality and be aware of GDPR
- Be able to follow instructions to support both your colleagues and patients

You have experience of:

- Working within a customer or patient focused environment
- Using Microsoft packages and other IT systems
- Dealing with conflict situations in a calm and efficient manner
- Working with multi-skilled colleagues as part of a multi-disciplinary team

Other key parts of the Clinical Assistant's role:

- You should be able to work without clinical risk in respect of the equipment being used (no metallic implants, pacemaker etc.)
- You need to be willing to be flexible when working shifts required
- There may be instances where our Clinical Assistants need to work additional hours or outside their region to support the operational requirements of the business
- On occasions, national travel may be required to attend training courses