

## Job description

# Clinical Assistant Administrator

**Location:** Frimley Park Hospital

**Reports to:** Operations Support Manager/Superintendent Radiographer/  
Imaging Services Manager (Please follow your departmental reporting line)

**Shift Pattern:** 4 x 9 hrs (Mon – Sun) As per local rota

**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. Ensure the smooth running of the work day by greeting and preparing patients for their procedure. Use a patient management system to provide both clinical and clerical support to practitioners, enabling effective and efficient patient care to be delivered. Maintain a safe clinical environment in line with the Company's Health and Safety and Infection Control.

### 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.
- 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.
- Advising patients of relevant examination details as and when required with the support of the practitioner.
- Managing clinical risk within own designated working area.
- Accurately entering data into the patient management system and maintaining these systems with accurate and up to date information
- Answering the phone, taking messages, and delivering to the appropriate staff member
- Clarifying patient's identification and completing the pre-scan consent and data protection form.

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- Remaining up to date with mandatory training and completing any additional courses required for this role, which includes basic life support, IV cannulation 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.
- Re-ordering supplies of consumables, laundry and patient gowns as required
- Cleaning, monitoring and tidying equipment as directed and report any problems or malfunctions to senior member of staff.
- Demonstrating safe, effective practice in line with InHealth policies and procedures

## 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 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
- Using effective communication skills with customers and the public

## 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.