

JOB DESCRIPTION

Job title:	Patient Services Administrator
Grade:	IV
Reports to:	Operations Manager, Patient Services Department
Working Hours:	Full Time Hours = 35 Hours per week

Mission and Values of the Hospital

Mission

We strive for excellence in meeting the holistic needs of our patients in a caring and healing environment in which the essential contribution of each member of staff is valued.

The values of human dignity, compassion, justice, quality and advocacy rooted in our mission guide us in our work.

We will, within the foregoing context, make every effort to maintain excellence in clinical care, teaching and research.

*Comh mheas, comh bhá, comh phártíocht agus
comh oibre bunsraith ár gcuid saothar uile.*

Core Values

Human Dignity

Compassion

Justice

Quality

Advocacy

Role Summary:

The Person appointed to this post will be responsible for providing high quality administration support to the Patient Services Department. This role requires adaptability and flexibility and the ability to work as part of a successful multi- disciplinary team.

Essential Qualifications / Experience:

- Relevant Hospital and Patient Services experience or similar
- Excellent customer care, inter-personal and communication skills
- Relevant ICT skills - PAS knowledge essential
- Good team-working and organisational skills
- Adaptability and a flexible working approach
- Motivation and an ability to work on own initiative
- Ability to maintain confidentiality in all dealings with members of the public and hospital staff

Person Specification: (e.g. Key Skills & Competencies Required:

- Courteous at all times
- Honest, trustworthy and reliable
- Punctual
- Confidential
- Ability to work on own initiative
- Perform duties in a responsible and mature manner
- Adaptability and a flexible Working Approach
- Excellent Team Working Skills
- Excellent typing and keyboard skills
- Excellent communication and interpersonal skills

General Accountability:

The Patient Services Department of St Michael's Hospital provides a full range of patient administrative services to support the delivery of healthcare services. They are responsible for ensuring the complete and accurate recording of administrative and coded clinical information,

utilising both manual and computer systems, eg: Patient Administration System (PAS) and Maxims (ED and Cardiology systems)

The department is also the main contact point for external agencies that seek access to confidential patient information and is responsible for ensuring that such information is released only in accordance with hospital policies and procedures, ensuring patient confidentiality is maintained at all times.

Outline of Duties and Responsibilities:

- Responsible for ensuring the efficient and effective administration of all areas assigned to
- Booking Patient Appointments
- Admitting patients for procedures
- Dealing with queries and phone-calls
- Liaising with the Multidisciplinary team
- Produce activity reports on all systems within the Patient Services Department
- Development of procedures throughout the Patient Services Department
- Be responsible for the accuracy and integrity of data entered by staff on PAS.
- Participate in the ongoing development and introduction of Information Technology Systems.
- Identify opportunities for improvement and initiate steps to accomplish same.
- Supporting all areas of Patient Services where necessary
- Maintain a high standard of customer care dealing with enquiries in a sensitive and sympathetic manner.
- Ensure complete, accurate and up-to-date data is recorded in a timely manner on the patient administration system and in the patient's medical record.
- Ensure accurate recording of all patient demographic details to Patient Administration System (PAS)
- Handle telephone enquiries; liaise with staff, patients, relatives, and members of the public.
- Ensure confidentiality and safe custody of Healthcare Records and Medical Information at all times.
- The post holder is accountable, responsible and has authority for delivering a quality service and ensuring patient safety. The post holder will work within a Risk Management Framework to achieve the HIQA Safer, Better Healthcare Standards and other quality standards as appropriate.
- **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties**

as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Conditions of Employment:

- Annual Leave Entitlement: 28 days per annum pro- rata. Annual leave is calculated January to December of each year.
- Sick Leave Regulations: Please refer to contract of employment.
- Probationary Period: The appointee shall hold office for a probationary period of six months.
- The terms of the Hospitals Superannuation Scheme (VHSS & SPSPS) will apply to this position.
- A minimum of 1 months' notice of termination of employment is required. Notice of termination of employment must be received in writing.
- Uniform Policy must be adhered to at all times.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend fire lectures every 2 years.
- Mandatory training must be adhered to and recertified before expiry timeframes occur i.e. Manual Handling, date protection, children first and Hand hygiene education.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (1989 & 2005), smoking within the Hospital building is not permitted.
- All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.

Policies/Legislation:

All hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Healthcare records, and Computer Usage Policy) and the hospitals ethical codes of practice.

Confidentiality

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Hygiene

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Michaels Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Benefits of working at St Michaels Hospital

- Defined benefit pension scheme.
- Access to learning and development opportunities.
- Library facilities.
- Subsidised staff restaurant.
- Subsidised pharmacy.
- Access to subsidised gym facilities.
- Access to health services credit union.
- Group discount for health insurance.
- Excellent access to public transport including dart and bus routes.
- Tax saver commuter ticket scheme.
- Bike to work scheme.

This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined from time to time.

Notes

The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skill and aptitudes necessary to respond to a changing environment. The job description must be regarded as an outline of the major areas of accountability, which will be reviewed and amended on an on-going basis.

Reviewed: March 2025

Next review: March 2031



**ST. MICHAEL'S
HOSPITAL**
Dún Laoghaire



**ST. VINCENT'S
HEALTHCARE GROUP**
Advancing Healthcare Since 1834



Signed by Job Holder

Date