



Falkland Islands Government – Job Description

Job Title:	Patient Information Clerk – F/T		
Department:	Health and Social Services	Section:	Administration
Immediate Supervisor:	Healthcare Governance Manager		
Grade:	G1	Job Code :	TBC

Job Purpose

To assist in the maintenance and management of patient information records, both electronic and paper, in order to ensure that data is current, valid and available.

To provide an efficient professional Reception and Administrative service to patients within Primary and Secondary Care.

To ensure that enquiries from patients are efficiently and courteously handled to the mutual satisfaction of colleagues and patients

Main Accountabilities:

Patient Information Records

- Responsible for ensuring patient registration details and demographics are correct.
- Ensure accuracy in statistical data input in order to plan for future healthcare development.
- Responsible for the lifecycle management of electronic and paper records.
- Participate in the on-going archive process for paper records along with storage, tracking and retrieval.
- Assign Read Codes as identified by clinicians to clinical conditions for audit purposes.
- Maintain an effective filing and maintenance system.
- Maintain confidentiality and security of patient information records at all times.
- Implement Business Continuity plans when the computerised systems are unavailable and assist in data entry following system outage.

Reception and Administrative

- Act as the initial point of contact by greeting patients and visitors and dealing with enquiries politely and efficiently.
- Providing and maintaining a professional and effective dialogue with patients.
- Book in, amend and cancel appointments ensuring optimum efficiency and clinical effectiveness.
- Respond and/or redirect all patient and visitor requests accordingly.
- Using judgement and experience to help determine the relevant urgency of requests for information received from patients and other external organisations.
- Recognise and help diffuse difficult situations whilst retaining composure and willingness to assist
- Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
- Undertake general clerical duties, filing, photocopying, scanning etc.
- Record patient admissions and discharges into the relevant systems.
- Assist in the production of activity data statistics.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Additional Information:

The post involves working within both Primary and Secondary Care (Out Patients and Ward) therefore the post-holder needs to be flexible in their approach to different priorities and work load required for these departments.

The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key result areas, anticipating and communicating future internal and external requirements. Ability to use her/his own initiative when dealing with problems and to make any reasonable and necessary decisions on events as they occur is essential.

Other attributes associated with this post include:

- Establishing and maintaining effective lines of communication with the staff
- Responding to requests or queries for support as they arise in an appropriate and timely manner
- Prioritising workload and ability to work under pressure to meet deadlines
- Using judgement and experience in helping to determine the relevant urgency of or requests for information received from patients and other external organisations

Criminal Record Checks – This post is regarded as sensitive

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Enhanced checks via the disclosure and Barring Service will also be required.

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of the offer of employment.



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Person Specification:	Patient Information Clerk		
Criteria	Essential	Desirable	Assessment Method
Education and Qualifications:			
Excellent standard of Education equivalent to GCSE English and Maths grade C	√		A
Customer Care qualification	√		A
IT qualification OR at least three years' experience working with Database systems	√		A/I
Knowledge/Experience/Skills:			
At least 3 years administration or clerical experience	√		A/I/R
Excellent communication skills, both verbally and in writing	√		A/I/R
Well-developed computer skills as well as experience in using Microsoft Office suite	√		A/I/R
Experience of data management including creation and use of databases	√		A/I/R
Experience of working in healthcare setting		√	A
Knowledge of Information Governance and Caldicott Principles		√	A/I/R
Experience of Electronic Patient Record systems		√	A/I/R
Personal Attributes:			
Clear understanding the importance of maintaining patient and data confidentiality	√		A/I/R
Ability to communicate effectively and collaboratively across varied staff disciplines	√		I/R
An aptitude for dealing with potentially difficult or demanding situations	√		I/R
Ability to work in an organised manner and prioritise workload	√		A/I/R
Provide and maintain a professional approach	√		I/R
Customer focused – being sensitive and tactful when dealing with the public and staff	√		A/I/R
Ability to work collaboratively as part of an integrated team	√		I/R
Participate in and contribute to the effective introduction of new systems	√		A/I/R

Method of assessment:

A - Application Form

T - Test

I - Selection Interview

R - Reference