JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Patient Services Co-ordinator</th>
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<tbody>
<tr>
<td>Responsible To:</td>
<td>Head Office Manager</td>
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<tr>
<td>Accountable To:</td>
<td>Operations Director</td>
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1 JOB SUMMARY

Medical Imaging Partnership (MIP) is an Independent Sector Radiology Company providing managed radiology services and franchise-based professional services direct to radiologists. MIP is a small, growing Company providing Radiology services at NHS and Private sites. It provides an IT solution to the Radiology community with back office support.

The Patient Services Co-ordinator will be the first person to speak with our patients so will need a very confident and professional telephone manner and would ideally have a years’ experience. You are responsible for providing assistance with the day to day reception and administration of MIP’s head office functions. This role will be a key support position working with the operations, finance and business teams providing administration and data entry support for the current and developing business.

The Patient Services Co-ordinator must be able to work under their own initiative, have the insight of when to seek advice from line manager and to work as part of a team, have proven data entry and administrative skills and a flexible, and committed approach to work. There may be an occasional requirement to travel to other MIP sites to provide assistance support to the clinical team.

2 PRINCIPAL DUTIES AND RESPONSIBILITIES

SPECIFIC RESPONSIBILITES

- Responsible, as part of the office team, for the efficient day to day running of the office administration and reception
- Provide telephone support for all patient appointment bookings
- Provide telephone support for all general enquires
- Complete data entry tasks for all the patient booking systems
- Provide support for new Radiology groups in liaison with the office teams
- Work with the office team to help manage all the info email accounts
- Ensure incoming and outgoing mail is dealt with on a daily basis
- Maintain an effective filing system for all Company correspondence
GENERAL RESPONSIBILITIES

- Deal with all customer enquiries with courtesy, confidentiality and professionalism
- Handle telephone enquiries in a polite and efficient manner in accordance with MIP guidelines
- Liaise effectively with both internal and external customers
- Maintain the highest standard of work in terms of accuracy, timelines and presentation at all times
- Perform any other duties as required to ensure the provision of an efficient, effective and high quality service
- Attend staff meetings, appraisals and statutory training as required

HEALTH & SAFETY

- Comply with Health and Safety legislation and Health and Safety policies and procedures
- Ensure that the Head Office operates within the current Health and Safety legislation
- Take reasonable care of the health and safety of self and all other persons
- Ensure protection of patients and their families from any form of harm when they are vulnerable

DATA PROTECTION

- Respect the confidentiality of information in line with the requirements of the Data Protection Act
- Obtain, process and/or use information held on a computer in a fair and lawful way
- Hold data only for the specified registered purposes
- Use or disclose data only to authorized persons or organizations as instructed

This list of duties and responsibilities is not exhaustive and the post-holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.
I confirm I have read, understand and will comply with this Job Description

Name of Post-holder  

Signature  

Date  

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<tr>
<th>Location:</th>
<th>MIP Head Office at Pease Pottage, Crawley RH11 9BJ</th>
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<tbody>
<tr>
<td>Salary:</td>
<td>NHS Band 3</td>
</tr>
<tr>
<td>Hours:</td>
<td>37.5 hours per week</td>
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<tr>
<td>Length of Contract:</td>
<td>Permanent</td>
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<tr>
<td>Leave:</td>
<td>27 days plus statutory Bank Holidays plus 1 day for each completed year of service up to a maximum of 30 days after 3 years of service</td>
</tr>
<tr>
<td>Pension:</td>
<td>Auto- enrolment after probationary period of 3 months</td>
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<tr>
<td>Health Care Benefit:</td>
<td>Cash back plan with Simplyhealth</td>
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