

**Job Title:** Reservations Officer

**Location/Base:** Highgate Private Hospital

**Dept.:** Theatres

**Reporting to:** Theatre Manager

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### **1. JOB PURPOSE:**

To be responsible for the day to day workload and for in-patients/day cases theatre bookings as specified by Supervisor and Theatre Manager, liaising with Consultants/Anaesthetists and their secretaries, Insurance Companies as much as contribute to the maintenance of a fast and efficient service to all departments involved in the admission procedure for patients both verbal and written documentation.

### **2. KEY ACCOUNTABILITIES**

- To create and amend theatre sessions as and when required as per SOPs and guidelines
- Obtain all relevant information regarding patients' admission including full operation details, pre-op tests, insurance details and any special requests for equipment and for prosthesis, working in close communication with the clinical team in Theatres
- Daily data entry onto A-PAS system as part of the Team, ensuring the timely entry of accurate Patients demographic and insurance information onto the Hospital's computer system for in-patients/day case visits whilst on duty (normally within 24 hours of receiving booking)
- To confirm admission details, providing accurate information to Patients, sending Pre- Admission letters to patients including all relevant paper work and Hospital's information leaflets
- Arrange emergency admissions during office hours and liaise with Main reception, Wards, clinics, Theatres and Diagnostics department
- Courtesy calls to be made to all patients booked 48 hours prior to their operation
- Ensure Pre-authorisation of a patient's inpatient visit with their Insurance Company and the collection of fixed price monies
- To keep all the necessary digital and hard copy files and records for audits/information
- Keep SOPs and pathways up to date
- To ensure Data Protection Act guidelines are followed
- Ensure Data compliance and active patient pathway monitoring
- Liaise with Theatres, Hospital Director, Finance, Contracts, Consultants/Anaesthetists and their secretaries, Insurance Companies, Wards, Pre-op clinic, Outpatients Department, Client Services, other hospitals and clinics, Patients.
- Daily briefing with Reservations Supervisor
- Contribute to quality improvement
- Apply legislation, policies and procedures correctly
- Respect the patient's dignity, privacy, wishes and beliefs, confidentiality on all matters

- To organise Consultants theatre lists according to SOPs and guidelines, always in consultation with Theatres, assigning Anaesthetists to cover those lists NHS first of all and then helping the private lists if requested
- For self-funding patients to liaise with Client Services and Finance departments to verify the correct procedure costs, ensuring patients understand hospital policy for payment.
- Ensure Consultants' instructions on making a booking are conveyed to the relevant department and make bookings for special investigations e.g. X-Ray. When prosthesis is required to liaise with Theatres.
- Ensuring adequate handover to the Reservations Supervisor on completion of span of duty.
- Answer the telephone in a professional manner
- To maintain verbal and written communication, providing information and support to other departments so they can carry out their roles effectively
- Ensure Consultants, anaesthetists and patients satisfaction by observation, feedback
- To assist in the provision of cover for periods of absence/annual leave
- Handle complaints and queries and escalate if required and they are fully documented
- To ensure all e-learning and practical programs, mandatory training to be completed/updated on an annual basis.
- To maintain a well-groomed and dress codes a per ASPEN policies and guidelines

#### **Key Performance Indicators:**

- Computer literate
- All bookings put on the system accurately and within the given time scale
- Accuracy of booking information given to departments
- Accuracy of information given to Consultants, Anaesthetists, Insurance Companies, other hospitals and clinics, Patients
- Consultant and Anaesthetists satisfaction, feedback
- Clinics satisfaction, feedback
- Patient satisfaction, feedback
- Positive feedback from Key contacts
- Friendly, co-operative service provided
- Insurance companies satisfaction, feedback
- Queries/request responded quickly and efficiently
- Calm and flexible approach to his/her duties, often dealing with conflicting priorities
- Strong sense of 'team' and customer service
- Punctual and reliable

### **3. SUPPLEMENTARY INFORMATION**

#### **Our Values**

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

"Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families"

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

### **Code of conduct**

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

### **Equality & Diversity**

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

### **Health & Safety at Work**

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

### **Statutory & Mandatory Training**

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

### **Infection Prevention & Control**

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

### **Confidentiality**

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

### **Information Security**

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

### **Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

### **Data Protection**

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

### **Mobility/Flexibility**

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

### **Safeguarding the Welfare of Children and Vulnerable Adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

### **For all posts requiring professional registration**

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

### **Other responsibilities**

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

### **Review**

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.

## Reservations Officer

### PERSON SPECIFICATION

	Essential	Desirable
<b>Educational qualifications:</b>	<ul style="list-style-type: none"> <li>Undergraduate degree or Vocational Qualifications in Business and Administration, minimum level 3</li> </ul>	
<b>Specific training Skills Knowledge required:</b>	<ul style="list-style-type: none"> <li>Knowledge of medical terminology, surgical operations, length of patients stays, etc.</li> <li>Good interpersonal and communication skills with staff and key contacts</li> <li>Efficiency and organisational skills</li> <li>Good IT, computer skills, must have experience of data base use</li> <li>Knowledge of applications such as: Microsoft Outlook, Work, Excel, Power Point.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Knowledge of working in a healthcare environment</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in a similar role</li> </ul>
<b>General temperament:</b>	<ul style="list-style-type: none"> <li>Excellent telephone manner</li> <li>Able to handle information of a highly sensitive and confidential nature</li> <li>Calm and flexible approach to duties within a fast paced and pressured environment, multi task.</li> </ul>	<ul style="list-style-type: none"> <li>Well organised</li> </ul>