

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Health Records/Access to Health Records Administrator</b>
<b>DEPARTMENT:</b>	<b>Health Records</b>
<b>GRADE:</b>	A&C Band 3
<b>RESPONSIBLE TO:</b>	General Manager
<b>ACCOUNTABLE TO:</b>	Health Records

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### JOB SUMMARY:

To provide administrative support primarily to the Health Records Departments and to the General and Services Managers within the Directorate

To support applicants requesting access to Health Records under the Data Protection act 1998 and the Access to Health Records Act 1990

### MAIN RESPONSIBILITIES:

Deal with all aspects of Patient subject access requests in line with current legislation, which includes the photocopying of patient's casenotes as necessary, pricing and sending out invoices appropriately.

To play a lead role in the implementation of the General Data Protection Regulations (GDPR), ensuring all Health Records requests are completed within 28 day time limit.

Record & manage all applications on the Ulysses application.

Liaise with Health Professionals and obtain their authorisation for the release of information.

Contribute to the Trust achieving NHS information Governance Toolkit Requirement 205: Level 3.

Prepare reports as directed by the Health Records Manager.

Provide advice on access to health records and act as a resource for information when required.

Take responsibility for own learning; keep up to date with new legislation and developments in data protection, confidentiality, data sharing, and good practice in information management

Undertake development training in relation to the performance of the role

Provide training and education regarding the Subject Access Process

Participate in the Trust's individual performance review programme and when applicable demonstrate achievement of the Knowledge and Skills Framework (KSF) standards set for your post

Act as liaison Officer on behalf of the Trust with all Police services and provide them with accurate statements written by the appropriate medic and ensure their speedy delivery. Record & manage applications on the Ulysses application, and to keep a file of copies of all Police statements.

**Be responsible for the merging of duplicate registrations on PAS and the merging of physical casenotes in line with the Duplicate Registrations & Merging Standard Operating Procedure.**

Deal with hospital requests for patients notes received and process accordingly.

Monitor the receipt of the relevant sick certificates, from GP's, checking their accuracy and validity.

Ensure that staffs are issued and adhere to all departmental policies and any Trust policies if appropriate.

Open, sort and distribute post, email and fax transmissions received by Health Records

Deal with all external and internal telephone enquiries ensuring we provide good customer focus services at all times.

Compile a monthly stationery order for the Health Records Library and Admin Office and maintain an adequate supply of all materials to ensure the smooth running of the service.

Deal with requests for new office equipment. Generating works requisitions to reports of any faults, liaising with the estates department accordingly. Including arranging the call out of a pest control officer as and when necessary.

Reporting of any incidents and temporary/duplicate sets of notes using the Safeguard system, escalating these to the Health Records Manager.

### **GENERAL DUTIES**

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Data Security Policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
3. Disclosure Barring (DBS) (formerly CRB) checks are now a mandatory part of the NHS Recruitment process for staff, which, in the course of their normal duties have access to

patients. Moorfields Eye Hospital

NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an unspent conviction will not necessarily bar you from employment. This will depend on the circumstances and background to the offence and the position you have applied for. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act. This means the convictions never become “spent” for work which involves access to patients. Failure to disclose any “unspent” convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and a copy is available on request.

4. The Trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the Trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The Trust is committed to a policy of equal opportunities. A copy of our policy is available from the Personnel Department.
7. The Trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the Trust’s policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the health Act 2008 and staff must be familiar with the policies in the trusts infection control manual, this includes the “bare below the elbow policy”. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean / decontaminated as instructed by manufacturers and in line with the infection control / guidelines protocol and policy.
13. It is the responsibility of all employees to ensure compliance with the Health and Social Care Act, 2008, in preventing risk of infections to patients, visitors and other staff within the trust.
14. All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the trust intranet.
15. It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training.

16. All staff are responsible for ensuring that equipment used in the patient environment is cleaned, decontaminated and maintained in line with trust policy.
17. Any other duties as designated by your manager and which are commensurate with the grade.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**PERSON SPECIFICATION**

**POST:** Health Records/Access to Health Records Administrator

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE TO SUPPORT ASSESSMENT
<p><b>Qualifications:</b></p> <p>Good, general education:</p> <p>5 GCSE's A – C grade inc. English and Maths, or equivalent</p> <p>Institute of Health Records and Information Management (IHRIM): Certificate</p> <p>ECDL or equivalent</p>	*	*	<p>Application/Certificates</p> <p>Application/Certificates</p> <p>Application/certificates</p>
<p><b>Experience:</b></p> <p>Two to three years previous clerical experience preferably gained in an NHS Trust</p> <p>Six months experience of working in a medical records department</p> <p>Working with staff at all levels including clinicians</p>	*	*	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

Application of the Data Protection Act 1998 in relation to access to patient identifiable information;		*	Application/Interview
Subject Access Provisions under s7			
Understanding of confidentiality and data protection	*		Application/Interview
Experience of meeting targets/deadlines	*		Application/Interview
Working in a large, complex organization	*		Application
<b>Skills and knowledge:</b>			
An eye for detail, meticulous working practices	*		Interview
Well-developed written and oral communication skills and inter-personal and liaison skills	*		Application/ Interview
Very good organisational skills	*		Interview
Excellent time management skills	*		Interview
Able to work under pressure and complete tasks within agreed deadlines	*		Application/ Interview
Data entry and keyboard skills	*		Interview
Able to absorb and manipulate new information quickly	*		Interview
Ability to be adaptable and work within a team	*		Interview
Excellent motivational skills	*		Interview
Working knowledge of Microsoft Word and Excel	*		Interview

Working knowledge of Patient Administration Systems/Patient Management Systems (PAS/PMS)		*	Interview
<b>Other requirements:</b>			
Self-disciplined, able to work with minimal supervision	*		Application/ Interview
Take responsibility for organising workload and setting priorities	*		Application/ Interview
Self-motivated	*		Application/ Interview
High level of commitment and the ability to complete tasks to strict deadlines	*		Interview
Maintain concentration for prolonged periods	*		Interview Interview
Physically fit in order to retrieve and file bulky records	*		
Flexible attitude; a tolerance for ambiguity	*		Interview Interview
Willing to undertake further learning and development	*		Application/Interview
Take responsibility for own learning and keeping up to date with changes to legislation	*		Application/Interview

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)