

Administrator - Medical Records

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Company: Spire Healthcare

Location: Brentwood

Category: healthcare-practitioners-and-technical

Medical Records Administrator | Hartswood | 37.5 hours per week | Monday - Friday | Competitive Salary plus Benefits

Spire Hartswood Hospital are currently looking to recruit a Medical Records Administrator to join our team. To provide routine clerical support within the Records Department to ensure an effective and efficient case note filing and extraction service to all users. To include retrieval, tracking and filing of case notes, identify and filter case notes in accordance with Spire Policies. To review the storage of case notes both on and off site when culling for retention and destruction, ensuring data corresponds with the Patient Administration System meeting the information governance standards.

Duties and responsibilities

To record and track, using the Patient Administration System (SAP), the return of case note folders to the filing area and sorting, alphabetically or numerically, in readiness for them to be filed.

To file case notes and other documentation in order to ensure a prompt and accurate retrieval service.

To extract case notes in a timely manner ensuring that items are correctly booked out of the library to the new destination and either sent or made available for collection to the ward, clinic or office requesting the notes.

To maintain case note folders to agreed standards: filing documentation within designated sections of the folders replacing contents into with new folders, in order to support clinicians

in locating and recording information.

To record, update and maintain the case note tracking system in order that all users have up to date information on the whereabouts of patient notes.

To check the case note attendance details, dates and alert sheets against the Patient Administration System to ascertain if the notes can either be destroyed, fall into the category of off-site storage or need to be merged with another active set of notes.

To update spreadsheets with relevant attendance details, dates and alert sheets to be assessed and evaluated to ensure that both Spire policy and Information Governance standards are adhered to.

To assist in the maintenance of evidence files by checking for completeness, following up requests for missing items and ensuring that all documentation received is current and stored in a structured format in readiness for inspection.

To liaise with off-site storage representatives in order to ensure timely delivery and collection of case notes.

Provide and receive patient information, ensuring that all patient information is provided, received and recorded in accordance with the Data Protection Act and Spire policies.

Carry out any other duty that reasonably falls within the general nature and level of responsibility of the post.

Who we're looking for

Excellent interpersonal and communication skills.

Ability to build and maintain effective working relationships, both internally and externally

Strong focus on delivering and meeting customer expectations

Confident telephone manner with the ability to communicate with a wide range of customers at all levels

The ability to work effectively as part of a team

Numerate and literate

High degree of accuracy and a methodical approach to workload

IT literate and a competent user of the MS Office suite of products

Able to work under pressure and to tight deadlines, with good organisational skills

Benefits

We offer employees a competitive salary as well as a comprehensive benefits package which includes but is not limited to:

35 days annual leave inclusive of bank holidays

Employer and employee contributory pension with flexible retirement options

'Spire for you' reward platform - discount and cashback for over 1000 retailers

Free Bupa wellness screening

Private medical insurance

Life assurance

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