

Job Description

Directorate	Planned Care
Job Title	Overseas Patient Officer
Pay Band	4
Department	Planned Care
Base	Morriston
Reports to (Line Manager):	Private Patient Officer
Accountable to (Professionally/managerially):	Assistant Service Manager – Booking Office
Safeguarding Children Training	None Required

Job Summary

- To be responsible to the Private Patients Officer administratively assisting with the Overseas Visitors Service.
- Be Responsible for keeping accurate records and invoicing overseas patients attending the Hospital
- Ensure compliance to any legislative requirements issued by either the National Assembly for Wales, the Department of Health, the Home Office and with international agreements for overseas visitors.
- Be responsible for the maintenance of financial and data collection systems.

Organizational Chart

Patient Pathway & Performance Manager



Private Patient Officer



Overseas Patient Officer

Key Tasks and Responsibilities of the Post

Service Delivery

- To maintain good working relationships with internal departments and service providers, e.g. Finance, Wards, OPD, A&E, Coding and Information.
- Maintaining accurate computerised information systems including the use of the Patient Administration System and spreadsheets for the collation and analysis of statistical data and the immediate identification of overseas patients for financial and audit purposes.
- Maintaining an understanding of NHS overseas legislation and other national guidelines.
- Managing queries from staff, patients and insurance companies in respect of exemptions or charges applied
- Maintaining good working relationships with external bodies eg Welsh Government, Home Office, other Welsh Health Boards and GP surgeries.
- Prioritise own work load in order to meet deadlines whilst taking into account daily operational issues.
- To meet with non-UK residents in order to advise them of the required documentation in order to prove their exemption from charge or to advise them of costs if no exemption applies.
- To analyse/provide reports on all overseas activity.
- To interview and charge overseas patients (or their relatives) where appropriate in accordance with Government Policy in order to recoup treatment costs incurred.
- To contribute ideas in respect of improvements to processes
- To respond proactively to the non-clinical needs to patients and carers, and to maintain the high standard and reputation of the Health Board;
- To ensure the security of patient health records and patient identifiable information
- Deal with complaints (formal and informal) and queries from patients;
- To direct and give information to all patients and visitors entering the department.
- To provide cover for the Private Patient officer during absence

Service Development

- Required to undertake monthly audit activities,
- Collects information that supports evaluations of service improvement projects
- Contribute to the development of a culture of openness allowing appropriate information to flow freely
- Collects information and updates the performance scorecard for the department

Communication

- To communicate and maintain close working relationships with Consultants and other Health Board staff who treat non-UK residents.

- Training skills required for developing staff on legislation and guidance
- Provide professional advice, on policy and process and suggest practical solutions
- Investigate proactively formal and informal complaints and queries from patients, clinicians and other staff;
- To liaise with appropriate external bodies, e.g. Home Office , Customs, Police, insurance companies

Education, Training and Information resources

- Responsible for the management and maintenance of the database that holds up to date records.
- To provide monthly analysis of patient throughput
- Analyse the PAS to identify OSV and private patients
- Ensure the confidential nature of patient information
- Update systems databases to record all in-house statistics
- Attend departmental supervisory meetings and implement systems within the department to ensure all relevant information is communicated to all members of staff;
- To keep up to date with relevant legislative changes and attend training courses as necessary

Finance

- The prompt and accurate invoicing of non–UK residents not covered by any exemption clause, in accordance with Government guidance and Health Board procedures and policies.
- Providing invoice statistics to the Finance Department on a bi-monthly basis in order that outstanding debt information can be passed to the Home Office.
- To ensure patients or their insurance companies are invoiced promptly and accurately
- To investigate and resolve complex invoicing queries and disputes.
- Liaising with the Finance Department in respect of reporting EHIC information to be entered onto the DWP portal.

Continuing Professional Development

- Develop a personal development plan annually as part of the Personal Development Review process.
- Keep skills up to date.
- Use available resources to keep abreast of informatics and Health Records issues.
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc and the latest E-policies.
- Capture evidence of personal development via reflective journals, evaluation forms etc and store in accordance with Health Board guidance for CPD portfolios. Use this information during the PDR to provide evidence for application of skills required to carry out role.

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the Health Boards individual performance review process to ensure continued professional development including rotation
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Health & Safety:** The post holder is required to co-operate with the health Board to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the Health Board's Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children:** The Health Board is committed to safeguarding children therefore all staff must attend the required level of safeguarding children training. This post does not require this training.
- **Infection Control:** The Health Board is committed to meet its obligations to minimise infection. The post holder is required to comply with current procedures for the control of infection, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the Health Board.
- **Records Management:** The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the Health Board in confidence (even after an employee has left the Health Board). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.
- **For Clinical Staff Only:** All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations e.g. GMC, NMC, HPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites including buildings and grounds are smoke-free.

Person Specification

Job Title – Overseas Patient Officer

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > NVQ Level 4 or equivalent relevant experience > Computer literate – competent in Microsoft office packages in particular Excel 	<ul style="list-style-type: none"> > ECDL or equivalent
Knowledge	<ul style="list-style-type: none"> > Requires knowledge and understanding of Legislation directly relating to Overseas visitors using NHS services > Requires knowledge and understanding of NHS policies and procedures in particular financial regulations 	<ul style="list-style-type: none"> > Knowledge of private patients procedures and guidelines
Experience	<ul style="list-style-type: none"> > Experience of working in an NHS environment > Experience of dealing with patients on a face to face basis > Experience of working with NHS Patient Administration systems > Data base user (input, output & creation of) > Experience of dealing with sensitive and delicate situations > Experience of dealing with staff at different levels both inside and outside of the NHS 	<ul style="list-style-type: none"> > Experience working with overseas patient policies > Experience of working with private patient policies > Presentation experience
Skills	<ul style="list-style-type: none"> > Ability to communicate effectively with a variety of staff and public both verbally and in writing > Microsoft Office Skills – Creating word documents, power point presentations and spreadsheet data input and analysis 	<ul style="list-style-type: none"> > Ability to travel between sites in a timely manner > Ability to handle complex problems > Meticulous attention to detail

	<ul style="list-style-type: none"> > Ability to work to tight deadlines >Ability to prioritize own work load and work independently > Ability to represent the department at meetings > Numerate and confident with figures >Understanding of confidentiality and Data Protection Principles 	
Personal Attributes	<ul style="list-style-type: none"> > Adaptable, conscientious and approachable > Assertive and confident > Methodical and reliable > Uses own initiative > Team player > Ability to deal positively with difficult situations eg. verbal abuse from patients > Ability to work in a busy, stressful environment, and to deal with frequent interruptions 	