

Job Description

Job Title	Medical Secretary
Location	Fortius Clinic in Marylebone
Manager	Head of Consultant Services & Billing
Contract type	Full time, permanent
Salary	Dependent on experience

The role

The purpose of the role is to provide full secretarial support and co-ordination of all administrative duties for the MSK service and physicians. The post holder will have regular contact with medical, nursing and administrative staff, as well as referring doctors, patients and other staff within the Hospitals (defined as those facilities where the Consultants have professional commitments).

Principal Accountabilities

- Provide personal secretarial support and co-ordination of all administrative duties for selected consultant.
- Appointments and scheduling
 - Manage the consultant's diaries of clinical appointments at outpatient clinics, and any other commitments the consultant may have.
 - Liaise with patients on all matters relating to the arrangement and organisation of appointments, referrals, correspondence, follow up, and any matters as delegated by the consultant.
 - Deal with referral letters. Ensure correct registration of patient information and arrange appropriate appointments as necessary.
 - Receive telephone calls from patients, clinicians and others in an efficient, friendly and professional manner with the ability to remain calm and polite under pressure, taking messages and/or redirecting as appropriate.
 - Ensure messages and voicemails are followed up in a timely manner.
 - Prepare clinic lists, ensuring all requested blood tests, x-rays and scans etc are with the patient notes for the start of each clinic. Ensure all results and correspondence are correctly filed.
 - Undertake amendments or cancellations to clinic lists as instructed, liaising with staff where appropriate to include rescheduling and reissuing of appointments where necessary.

- Documents Management
 - Deal with all correspondence relating to consultants practice including typing, scanning, filing, and archiving.
 - Ensure prompt audio transcription of all patient related as well as general correspondence as required and ensure they are signed and posted within reasonable time.
 - Collate patient data (including payments details) accurately and completely and input data into Med+Dbase system
 - Maintain accurate and complete patient medical record (PMR). Letters to be attached to PMR within 24 hours of receipt.
- General
 - Promote and facilitate effective lines of communication and maintaining good working relationships with other departments, other consultant practices, and hospitals.
 - Ensure regular contact with medical, nursing and administrative staff, as well as referring doctors, patients and other staff within the company's network of medical centres and all areas of the consultant's practice.
 - Provide adhoc administration tasks and duties as directed
 - Monitor and adjust work priorities in conjunction with other professionals to take into account changing demands on the department.
 - Assess and organise own work load and communicate work priorities, organising work load in conjunction with other team members.

Knowledge and Experience

Qualifications/ Skills/ Experience	Essential	Desirable
Previous experience as a medical secretary	X	
Audio skills	X	
Basic understanding of patient care issues in an outpatient setting	X	
Ability to demonstrate knowledge of NMC professional code of conduct and its application	X	
Intermediate level experience with Microsoft suite	X	
RSA grade III typing skills		X
Ability to work under own initiative and manage own workload	X	

Strong communication and interpersonal skills	X	
---	---	--

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.