**JOB DESCRIPTION**

###### JOB TITLE: Outpatient Finance Administrator

**REPORT TO: Contracts and Revenue Manager**

**MAIN PURPOSE OF JOB**

To be responsible for the charging of all self-funding outpatients within the hospital. The role will be based in the hospital’s outpatient unit EKH but may require to move to other locations at the discretion of management. They will meet patients on attendance , update paperwork and collect payment directly from the patient as required. The job holder will work closely with other members of the Finance Department, Patient Services Department, Outpatient Departments and other internal and external contacts to provide an efficient, effective , accurate and complete service for patient billing, administration and credit control.

**Key duties & Responsibilities**

**Patient Billing**

* Obtain daily attendance list from all Outpatient department and verify authorisation codes or letters of guarantee when necessary.
* Ensure all patient details and billing information is correct in the Hospital computer system.
* Ensure all charges are correctly captured and allocated to the patient’s account.
* Produce invoices and collect payment for all **self-funding** patients on the day of their attendance/appointment.
* Add any relevant notes to the hospital’s computer system.
* Allocating payments received on patient’s accounts ensuring accuracy.
* Post all invoices produced on Compucare daily.
* Ensure patient billing packs and invoices are filed on a daily basis.
* Ensure non-self-pay patient’s charge sheets are passed to main finance office at the end of each day.
* Produce a Z-report daily and PXP report to reconcile takings and posting on Compucare.
* Provide reconciliation sheet on a daily basis to Contracts and Revenue Manager for sign off.
* Send monies received to main finance office on a daily basis in line with department policy regarding witness signatures.
* Assist patients with financial and administrative queries both face to face and on the telephone.

**Related Duties**

* Patient account reconciliations.
* Audit Patient demographics information and forward query to the appropriate individual for correction and amendments.
* Assisting the efficiency of the department by covering for other posts as required and performing other duties and projects appropriate to the role and grade;
* Keeping abreast of new developments pricing and new services offered by the hospital.
* Advice the Contracts and Revenue Manager of any discrepancies in prices.

**Other**

* Ensure all Hospital Health & Safety and Security policies are adhered to at all times.
* Attend all mandatory training courses annually.
* Maintain patient and Hospital confidentiality at all times.
* Perform other adhoc duties as requested.

**General Information**

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by the Manager. This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII’s Hospital.

The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

**Confidentiality**

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your Manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital’s disciplinary procedure and may lead to dismissal.

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

**Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital’s ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

**Equal Opportunities**

As a member of staff at the King Edward VII’s Hospital *Sister Agnes* you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff, are treated equally in line with the hospital’s Equal Opportunities Policy.

**PERSON SPECIFICATION**

**JOB TITLE:** Outpatient Finance Administrator

**DEPARTMENT:** FINANCE

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| **Category** |  | *Criteria* |
| QUALIFICATIONS/  ATTAINMENTS | ESSENTIAL  DESIRABLE | * Good standard of general education * GCSE Maths and English or equivalent qualification * University Graduate |
| EXPERIENCE | ESSENTIAL  DESIRABLE | * Experience in a similar position within a complex business environment. * Good Communication skills gained with in a customer/patient facing environment. * Ability to work well in a fast past environment. * Good multitasking ability and strong attention to detail. * Experience within private healthcare |
| SKILLS & KNOWLEDGE | ESSENTIAL  DESIRABLE | * High level of numeracy with good Word and Excel Skills are required * Good communication skills both oral and written * Minimum 2 years relevant experience for the role. * Extensive knowledge of Compucare and Healthcode. |
| PESRONAL & OTHER ATTRIBUTES | ESSENTIAL | * It is essential that the person appointed possess an outgoing personality and is able to deal with patients and their relatives efficiently and courteously * Must be able to impart information clearly and concisely * The ideal candidate will display a confident manner and demonstrate an ability to learn quickly and to stay calm and polite at all times * They must demonstrate the ability to work as part of a team and individually |