



Job Description

Job title:	Medical Secretary
Salary:	Competitive salary plus benefits
Reports to:	Patient Experience and Navigation Manager Executive
Department:	Consulting rooms
Key Working Relationships:	Multi-disciplinary team members

1. Job Purpose

The medical secretary will be required to provide efficient and effective secretarial duties to a named consultant(s) and his/her team. The medical secretary will also provide secretarial support to clinical teams as requested by the Patient Services and Navigation Manager to support service requirements during absence as necessary.

The medical secretary will work with support administrative teams to develop collaborative working partnerships which positively contribute to the overall efficiency of the team.

2. Principle Duties and Responsibilities

- To type patient letters, discharge summaries and general correspondence as dictated by the clinical team with the use of digital dictation system to a high degree of speed and accuracy and to action the outcomes of the correspondence. In particular, clinical letters following consultation to be turned around in a minimum of 48 hours.
- To carry out diary management for named consultant(s) using Microsoft Outlook.
- To open and prioritise all incoming mail and action accordingly.
- To create charge sheets for clinic billing.
- Print and circulate daily clinic lists to relevant departments.
- Greet and register patients arriving to consultations.



- To be responsible for compiling and maintaining patient medical records in accordance with hospital policies. By entering the correct patient details on the hospital computer systems.
- Responsibility for the ordering and stock management of stationery.
- Obtain pharmacy items for patients.
- Book theatre cases for patients, sourcing times, anaesthetic services and any special equipment.
- Ensure all paperwork is scanned and appropriately documented on to patients' electronic notes.
- Ensure reception area is clean and tidy at all times.
- To answer all incoming telephone calls and emails from patients and other healthcare professionals in an efficient manner, referring onto other departments/Consultants as appropriate.
- To ensure all medical notes are electronically maintained appropriately.
- To ensure a robust re-call system is in place for follow ups for Consultant(s).
- To acquire knowledge of necessary terminology.
- Ensure that appropriate departments are kept informed of consultant (s) annual or study leave.
- To ensure accurate revenue is captured by the correct billing of patients.
- To deal efficiently and professionally with patient financial transactions and enquiries.
- Processing invoices via computer system.
- Reconcile supplier statements and Consultant(s) revenue.
- Investigate financial queries.
- To use own initiative when working with financial data and systems.
- To accurately take payment for procedures from patients using cash, card, cheque or to bill the insurance companies promptly and correctly.

3. Person Specification

Qualifications and Experience

- AMSPAR or secretarial Diploma RSA 3 or equivalent.
- Typing speed of a minimum of 60 wpm.
- GCSE English
- Minimum of 2 years medical secretarial experience.
- Ability to demonstrate an intermediate level of skill across Microsoft Office Suite of software (including Word, Excel, PowerPoint, Outlook).



- Awareness of the importance of maintaining patient confidentiality and absolute discretion.
- Minute-taking skills.

Skills and Knowledge

- Knowledge of Crosscare/ DGL practice manager/ Meditech system.
- Good communication skills both written and oral.
- Ability to understand and work financial administrative and personnel processes and practices.
- Strong customer service skills.
- Accuracy and attention to detail.
- Ability to devise own correspondence.
- Excellent communication skills, confident and assertive, clarity in written, telephone and face to face contacts.
- Ability to communicate with multi-disciplinary professionals and staff.
- Capability to organise meetings.
- An effective and supportive team player.
- Self-motivated with the ability to work independently.
- Skills in working with cross-functional teams.

This Job Description is intended as a guide to the general scope of duties and is not restrictive or definitive in any way. It may be subject to review.