

POSITION DESCRIPTION: PATIENT SERVICES CO-ORDINATOR

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>Horowhenua Community Practice (HCP) is an accredited primary health care general practice provider that is owned and operated by Central Primary Health Organisation (trading as THINK Hauora). It is a not for profit organisation that invests back into its community and care delivered.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>	
Primary Functions	<p>HCP Patient Services Co-ordinator will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims.</p> <p>The Patient Services Co-ordinator plays a pivotal role in both the patient and whanau experience and have a direct impact on HCP’s ability to provide effective patient care. They are the face of HCP and ensure the patient’s experience is positive by being responsible for the smooth running of reception and support the delivery of quality patient care. Patients are at the centre of everything we do.</p> <p>The Patient Services Co-ordinator actively engages in respectful relationships with all patients and their support networks to encourage participation in the delivery of care. Patients will feel listened to, have their queries answered promptly, and be shown patience, sensitivity and confidentiality.</p> <p>The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.</p>	
Reports to	Administration Team Leader, HCP	
Direct reports	Nil	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Practice Manager • Reception and administration staff • Nurses • Doctors • PHO providers • Wider THINK Hauora 	<p>External</p> <ul style="list-style-type: none"> • Patients and their families • Visitors • Other health professionals • MidCentral DHB Staff • Spotless Staff • Community • Other Organisations

Primary Location	Primarily based in the offices of Horowhenua Community Practice, Levin.
Salary Range	Based on skills and experience
Nature of Position	Permanent, full time position.
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday (with an availability to work additional after-hours, when required).
Status as described in the Children’s Act 2014	In line with the Children’s Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.
Health and Safety	All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora’s health and safety policies and procedures. Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.

ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.
Commitment to Te Tiriti o Waitangi:	We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to

	<p>be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori.</p> <ul style="list-style-type: none"> • Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services. • Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy. • Being responsive to Māori interests and ensuring these are protected.
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KEY RESPONSIBILITIES	
Key Competency	Activity/Expectations
Reception Management / Registrations	
Welcome and receive patients to the Practice	<ul style="list-style-type: none"> • All visitors are received promptly and courteously • Visitors are greeted by name and correctly pronounced • Appropriate staff are advised of patient arrival through the Practice Management System (PMS)
Maintain and manage Patient information	<ul style="list-style-type: none"> • Ensure all patient information is accurate and up to date. This includes contact details, address, email, next of kin and correspondence is linked to each patient and financial information
Make Appointments	<ul style="list-style-type: none"> • Make patient appointments accurately and efficiently according to guidelines
Maintain front of house experience	<ul style="list-style-type: none"> • Ensure reception and waiting areas are kept neat and tidy • Ensure an efficient and professional standard is maintained at all times • Patients in the waiting room are kept informed
Provide patient with accurate account information	<ul style="list-style-type: none"> • Ensure payments are processed at the end of the appointment • Reconcile all payments and ensure all systems balance at COD • In conjunction with the Finance Administrator send out patient invoices each month • All account queries are dealt with in a timely way • Invoices are processed accurately and timely
Communication and liaison	<ul style="list-style-type: none"> • Communicate clearly adapting behaviours to engage with callers • Answer incoming calls and respond to all queries promptly with patience, sensitivity, and confidentiality • Messages are recorded accurately within the PMS system under contacts or tasks • Patient dispute resolution: listen, record, gather facts, act and follow up • Calls are answered within agreed timeframes
Complete new Patient registrations	<ul style="list-style-type: none"> • New patients are registered and then enrolled with the PHO in accordance with the guidelines, notes are requested from previous provider and patient details are entered into the PMS • New patients are registered immediately and enrolment is completed within 10 days
Facilitate Patient transfers	<ul style="list-style-type: none"> • Patients transferring out of the practice have their medical notes sent to their new provider within 5 days
Mail, Email and Faxes	<ul style="list-style-type: none"> • All mail, emails are dealt with daily and promptly.

Document scanning	<ul style="list-style-type: none"> All staff to complete the scanning role as requested and when required. Documents are scanned within 24 hours of being put in the scanning basket and then filed into the appropriate Doctors/Nurse inbox
Maintain stationery & kitchen supplies	<ul style="list-style-type: none"> Maintain stock forms, stationery and kitchen supplies to agreed levels
Maintain own and others personal security	<ul style="list-style-type: none"> You will not do anything that puts your own or others health and safety and wellbeing at risk
Participate fully as part of the team	<ul style="list-style-type: none"> Professional development plans will be developed with each team member covering individual and team learning Attend and contribute in team meetings
Other Duties	<ul style="list-style-type: none"> The Patient Services Co-ordinator will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the practice
Compliance	
Health and Safety	<ul style="list-style-type: none"> Ensure that work is done in a safe environment Report and work to eliminate, isolate or minimise any hazards Participate in health and safety management practices for all employees Apply the organisation's health and safety policies and procedures. The organisation complies with its responsibilities under the Health and Safety at Work Act and any subsequent amendments or replacements legislation
Privacy Act	<ul style="list-style-type: none"> Total confidentiality and privacy of patients is maintained Management of patient information is according to the HCP Privacy Policy Complies with the Privacy Act 2020 principles
Policies & Procedures	<ul style="list-style-type: none"> Fully comply with HCP policies and procedures Participate in development and review of policies and procedures
PERSONAL SPECIFICATIONS	
Qualifications	<ul style="list-style-type: none"> Completed relevant Office Administration, Customer Service Certificate and/or MS Office Suite qualification to an intermediate/advanced level
Essential	<ul style="list-style-type: none"> Customer centric approach Ability to think on your feet and be responsive to ensure patient needs are met Demonstrate knowledge of local Tikanga Māori and supports the use of Te Reo Māori

	<ul style="list-style-type: none"> • Experience of working with diverse populations and cultural responsiveness • Attention to detail • Sound IT skills • A commitment to continuing professional development • Knowledge of the Treaty of Waitangi
Desirable	<ul style="list-style-type: none"> • General Practice Team experience
<p>Note: The foregone paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of HCP</p> <p>HCP is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertaken (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of HCP</p>	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: