



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

Job Title	Medical Records/ Customer Services Assistant – Hospital Records
Department	Customer Service
Reports to (job title)	Patient Services Manager/ Customer Services Team Leader
Direct and Indirect Reports	No
Job Grade	TBC

Who we are

At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, *“to be the most innovative and best quality provider of niche health and social care services.”*

Our **Purpose** is, *“to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*

We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.

We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.

We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.

We will deliver care and clinical interactions compassionately and tailor them to individual needs.”

We achieve this by living our business **Values** each and every day:

- We are **caring**
- We are **enterprising**
- We are **resourceful**
- We are **authentic**
- We are **accountable**

As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”*



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What you'll be doing (your job purpose)

To gather, process and maintain patient medical records to a high quality, in both electronic and physical formats.

Your key accountabilities and responsibilities

1.	Preparing patient files for admission.
2.	To ensure that patient records are maintained in an efficient and secure way, at all times, ensuring that record storage adheres to GDPR principles.
3.	Ensuring medical files / Inpatient notes are available within the time frames set up by your manager.
4.	Be responsible for the filling and archiving medical records.
5.	Scanning and attaching appropriate documentation.
6.	Ensure patient records are up to date and accurate; locating missing documentation to provide a comprehensive record.
7.	Continuously monitoring data quality.
8.	Deal with subject access requests in a timely manner.
9.	Liaise with Consultant secretaries for copies of clinic letters when needed.
10.	Where applicable ensure appropriate insurance membership and authorisation information is confirmed and logged for all inpatient admissions.
11.	To be responsible for the health, safety and welfare of yourself and others whilst at work, including colleagues, residents and visitors to the Home and for alerting the officers responsible to any hazards or potential risks to health and safety.
12.	To be fully conversant with the HMT policies relating to Safeguarding of Vulnerable Adults and Whistleblowing.
13.	To ensure compliance with the HMT Information Governance Policy and GDPR, maintaining an appropriate level of confidentiality around issues that may be personal or commercially sensitive.

Date Choose an item.



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14.	To ensure compliance with National and local Infection Prevention and Control guidance and policies
15.	Establishing and maintaining positive working relationships both with colleagues, residents, visitors and other health professionals and agencies.
16.	To act as an ambassador for the HMT company Vision. Ethos and Values.
17.	To promote equality and diversity at all times and across all work activities, with an emphasis on protected characteristics and promoting Fairness, Respect, Equality, Dignity and Autonomy (FREDA)
18.	To adhere to HMT policies and procedures.
19.	Attend mandatory training days / courses, on or off site, as per contractual agreement and role requirement
20.	To undertake any other duties and accountabilities which would be lawful, reasonable and appropriate to the role
	Where applicable, liaise with insurance companies regarding authorisations (SMH)

Your knowledge, skills and experience	
Experience working in a customer services and administrative role	Essential
Excellent interpersonal skills, Communication, organisation and Accuracy.	Essential
Willing to undertake self-development activities to improve performance and effectiveness	Essential
Has up-to-date knowledge or demonstrable computer literacy in order to use the following systems: 1. Electronic Patient Records 2. Management of Medical records	Essential

Your training and qualifications	
Minimum of GCSE English and Mathematics	Essential
Already obtained or working toward BTEC/NVQ level in Administration	Desirable

The way we do things at HMT (our Behaviours)
<i>*See Appendix 1 attached</i>

Date Choose an item.



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This job description provides an outline of the role, detailing the main responsibilities and tasks the post holder may be required to undertake. It is not exhaustive, and the post holder may be required to carry out other duties as reasonably requested. The job description may also be updated from time to time to reflect the changing needs of the business

All staff are required to comply with the organisation's policies, procedures, and standards at all times, participating in mandatory and role-specific training, supervision, and appraisal processes. Staff are expected to uphold a professional approach to work, demonstrating respect, integrity, and accountability in all interactions, and to contribute to a safe environment for patients, residents, colleagues, and visitors in line with Health & Safety regulations. Staff have a duty to safeguard and promote the welfare of vulnerable adults and children, raise concerns in accordance with statutory and organisational procedures, and support the principles of Equality, Diversity, and Inclusion. Confidentiality must be maintained at all times, and information handled in accordance with GDPR and organisational requirements.

Staff are also expected to be flexible, undertaking other reasonable duties within their competence to meet the needs of the service, and to contribute to continuous improvement by engaging positively with feedback and change initiatives. The wellbeing and dignity of patients and residents should remain central to all aspects of work, with staff demonstrating commitment to professional standards and the overall goals of the organisation.

Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed.....

Date.....

Job Holder

Date Choose an item.