

## Patient Referrals & MDT Coordinator

### Summary

We are looking for an enthusiastic, self-motivated Patient Referrals & MDT Coordinator who wants to work in an exciting social enterprise, specialising in the treatment of lymphoedema and wound care. Accelerate manages patients from across London and you would become an integral part of our patients' journey and our Patient Services Team. You will autonomously carry out a range of tasks and be expected to work collaboratively and proactively with the business and clinical teams to support them in meeting the needs of internal and external clients / patients.

<b>Title:</b>	Patient Referrals & MDT Coordinator
<b>Reporting to:</b>	Patient Services Manager
<b>Salary:</b>	£29,160 - £33,646
<b>Hours:</b>	Full-time 1 WTE / 37.5 hours per week / 5 days a week)
<b>Department:</b>	Patient Services Team
<b>Working hours:</b>	08.00 to 16:00 or 09:00 – 17:00, 5 days per week (37.5 hours per week)

### Purpose

To proactively support the Patient Services Manager and the Patient Services Team in providing a quality end to end experience for patients attending our clinics or accessing our community services, who are living with complex wounds and lymphoedema. This encompasses the processing of all referrals to our clinical and community services, ensuring that all patients are triaged and seen by one of our clinicians. Alongside this, the coordination of our Virtual MDTs will assist the wider team to ensure we are providing the best care for our patients. The post demands strong interpersonal skills, high attention to detail and an ability to think outside the box to innovate our referral pathways and coordinate our Virtual MDTs.

### Key responsibilities:

#### 1. Patient Referrals

- Manage all patient referrals to our Clinical and Community Services, processing these efficiently and effectively.
- Manage the triage process by liaising with clinicians to ensure triage is complete in a timely manner.
- Work with the Patient Services Manager and Senior Operations Manager to optimise referral process and reduce processing times.
- Ensure accuracy and adherence to our referral criteria, escalating complex and urgent patients to the community and clinical teams.
- Serve as the primary point of contact for any referral queries, managing expectations and providing essential information in a professional and confidential manner.

- Assist the team with queries from patients via phone, email and in-person, ensuring that patients are put at ease regarding their experience with our clinical and community services, answering queries and assisting patients when needed.
- Assist the team with queries from healthcare professionals via phone, email and in-person to ensure patients care is seamless, optimal and efficient.
- Assist with covering the reception as and when required.
- Demonstrate a visible pride in your working environment in terms of ensuring that the reception area and waiting room of the clinic remains clean and tidy and that information leaflet supplies are sufficient to meet patient needs.
- Maintain accurate and up-to-date patient records on our Patient Electronic System, ensuring all referrals are properly documented in line with UK GDPR and Accelerate standards.
- Support the Patient Services Manager in the preparation of reports, schedules and documentation for internal and external stakeholders, when required.
- Identify and respond appropriately to any concerns regarding the safety or wellbeing of vulnerable individuals, escalating these to the Patient Services Manager.
- Ad-hoc assistance with coordination of student placements and visitors.
- Contribute to the management of our weekly timeline, assisting the Patient Services Manager with reconciliation process.
- Contribute to continuous service improvement, ensuring that patient access and referral process is efficient and patient centred.
- Provide support and cover as necessary for Patient Services Team colleagues including deputising for Patient Services Team Manager in their absence, when required.
- Work with the Patient Services Manager to ensure weekly management of all incidents, issues and complaints, when required.

## **2. MDT Coordination**

- Monitor the virtual MDT inbox and triage new referrals.
- Schedule patient cases for MDT meetings using our clinical system.
- Ensure up to date clinical information for patients is available.
- Coordinate Virtual Multi-Disciplinary Meetings (MDTs) ensuring accurate recording and management of these meetings.
- Distribute final MDT notes and actions plans to relevant clinicians and services.
- Follow up with clinicians or referrers on any actions or pending information.
- Maintain an audit trail of MDT discussions and decisions for governance and quality assurance.

### **Essential Skills:**

- Proven experience in clinical coordination or healthcare administration
- High levels of literacy and numeracy
- High levels of accuracy and attention to detail
- Excellent understanding of governance and patient engagement
- Proficiency in the use of MS 365 and EHR Systems (eg. EMIS, JellyPX, RIO)
- Demonstrated ability to take ownership of tasks and follow through with accountability and integrity
- Strong organisational and communication skills

### **Desirable Skills:**

- Proactive approach and solution driven
- Strong team player
- Ability to manage sensitive information with discretion and professionalism

### **Standard expectations**

#### **Uphold the Vision and Values of the Company**

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

#### **Communication and Relationships**

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

### **Standards to be demonstrated will include:**

- **Maintaining patient confidentiality at all times**
- **Displaying professional behaviour at all times**
- **Respect for others**
- **Being a team player through collaboration**
- **Excellent verbal and written communication skills including robust and accurate documentation**

### Data Collection, Research and Audit

Data collection and audit is an important component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.

### Governance and Responsibility For Resources

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment. In line with good governance, you will be expected to record patient information accurately on AIMS and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain awareness of health and safety at all times

### Personal Responsibility Within Development, Health and Safety

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

### Information Governance

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

### **Duty of Candour**

Accelerate fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.

### **Equality, Diversity and Inclusion**

Accelerate is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour,

discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.

### **Adult and Child Protection**

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

**This job description will be subject to periodic review**