

Unit 236 Provide administrative support for health services

Unit Summary

Carry out reception duties in a hospital, GP practice or other healthcare environment

Skills

You will apply the following skills:

- Communicating
- Questioning
- Listening
- Presenting yourself
- Summarising
- Using technology
- Interpersonal skills
- Decision making
- Team working
- Negotiating
- Managing time
- Problem solving
- Resolving disagreement

Performance indicators

You will:

Deal with health enquiries

1. Deal promptly and positively with enquiries
2. Deal with customers in a way that respects them as individuals
3. Project a positive image of yourself and your organisation
4. Give your customer the information they need about your organisation's services or products
5. Adapt your communication to meet the individual's needs
6. Recognise the limits of information you are allowed to give individuals
7. Seek assistance if you cannot answer an enquiry
8. Deal calmly and sensitively with individuals who are difficult or upset
9. Safeguard confidential information

Take bookings for appointments or rooms

12. Book appointments or rooms in accordance with your organisation's procedures
13. Deal effectively with conflicting requests
14. Reschedule and reallocate appointments or room bookings where necessary
15. Communicate the status of bookings to client in a positive and professional way

Handle special deliveries

16. Receive, sort and record incoming deliveries in accordance with your organisation's procedures
17. Identify damaged or suspicious items and report them to the correct person
18. Deal with confidential and urgent items in accordance with your organisation's procedures

Knowledge

You will know:

1. How to deal with enquiries effectively
2. How to deal with people in a way that respects them as individuals
3. Why it is important to project a positive image of yourself and your organisation
4. How to adapt your behaviour to respond effectively to different people
5. How to deal calmly and sensitively with people who are difficult (e.g. angry, anxious, confused, unwell) or upset
6. Why it is important to safeguard confidential information
7. Why it is important to respond promptly and positively to enquiries
8. The types of information that customers are likely to need
9. The services and products that your organisation provides
10. The structure of your organisation and who to refer people to
11. How to adapt your communication to meet individuals' needs
12. The limits of information you are allowed to give
13. Who to ask if you cannot help someone
14. Your organisation's procedures for booking appointments or rooms and how to follow them
15. How to deal with conflicting requests
16. When it is necessary to reschedule and reallocate appointments or room bookings and how to do this
17. Why it is important to keep clients informed of the status of their appointment or booking
18. Your organisation's procedures for receiving, sorting and recording deliveries
19. How to identify damaged or suspicious items and to whom you should report these
20. Your organisation's procedures for dealing with confidential and urgent items and how to follow these
21. Medical knowledge and terminology appropriate to your role