

**SECTION 1**

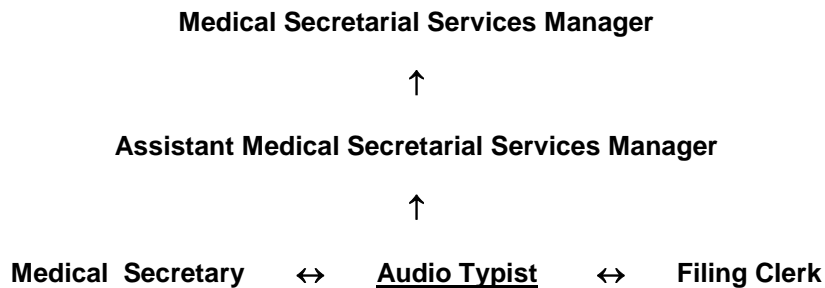
*JOB IDENTIFICATION*

<b>Job Title:</b>	<b>Audio Typist</b>
<b>Department(s):</b>	Nephrology
<b>Location:</b>	Aberdeen Royal Infirmary
<b>Hours:</b>	20 hours per week
<b>Grade:</b>	Band 3
<b>Salary:</b>	£28,011 - £30,230
<b>Contract:</b>	Permanent
<b>Job Reference:</b>	KWG217564

### 1. JOB PURPOSE

To provide an audio typist/basic secretarial service to a medical team and nursing staff within the Acute Sector. Responsible for exchange of communication between general practitioners, patients and all staff, ensuring patient confidentiality at all times.

### 3. ORGANISATIONAL POSITION



### 4. SCOPE AND RANGE

The audio typist will be responsible for Renal typing but also rotating through the Acute Sector providing an Audio Typing Basic level Secretarial support to the medical teams. The scope will vary depending on the area being covered.

### 5. MAIN DUTIES/RESPONSIBILITIES

#### CLINICAL DUTIES

#### 1. Audio-typing - 80%

- a) Accurate transcription of out-patient clinic letters, discharge letters, day-case letters to general practitioners and multi-disciplinary team.
- b) Accurate transcription of miscellaneous clinical dictation, including results and various patient management queries
- c) Ensuring action points in letters are followed through, i.e. patients are placed on the waiting list, out-patient clinic appointments and investigations are arranged.

#### 2. Waiting List Management - 5%

- a) Highlight to PA/Medical Secretary patients to be placed on the waiting list, highlighting any relevant investigations required during the admission by using Admin Tasklist within Trakcare.

**3. Clerical administration - 15%**

- a) Arrange review appointments at the out-patient clinic.  
b) Request notes for telephone queries or filing purposes.  
c) Undertake clerical duties as appropriate, ie dealing with queries from medical records, folding of letters, chasing up Records Departments for notes.  
d) Arrange out-patient X-rays and investigations as instructed.  
e) Ensure patients' names are recorded in the appropriate diary for discussion at the weekly X-ray meeting or bi-monthly Pathology meeting.  
f) Open mail/notes delivered to the departmental and distribute as appropriate.  
g) Order secretarial stationery supplies and ensure that the stock is well-maintained to allow constant uninterrupted working practice.  
h) Arrange repair of dictation and transcription equipment and fax machine.

**6. SYSTEMS AND EQUIPMENT**

- ◆ Telephone
- ◆ Digital dictation
- ◆ Scanner
- ◆ Laser printer
- ◆ Personal computer
  - Microsoft Word/Dragon Workflow Manager
    - Typing of all correspondence.
    - Typing of admission lists
    - Creation of tables
    - Generate day-case letters to be sent to patients
  - Trakcare (Patient Management System)
    - To update record of movement of patient medical records throughout the hospital
    - To verify arranged dates for patients attending out-patient clinics or admission to hospital
    - To verify patient demographics are up-to-date.
  - Laboratory Computer system
    - To obtain blood and pathology results.

MISYS (X-ray computer system)

- To obtain X-ray reports

Office 365

- To send and receive e-mails
- Personal electronic diary

Internet

- For use as medical dictionary

## **7. DECISIONS AND JUDGEMENTS**

- ◆ Work autonomously.
- ◆ Prioritise own workload
- ◆ Regularly review working practices to ensure optimal service is maintained.
- ◆ Use own initiative to problem solve  
Able to deal with basic telephone calls to the office, eg requests for notes without deferring to Consultant PA. Ensure any urgent telephone messages are passed on appropriately.
- ◆ Line Manager is not based on the Ward but is able to be contacted by telephone or e-mail for advice if required.
- ◆ Regular team meetings are held and annual appraisals take place to ensure continued Personal development.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

- ◆ Patients. Written communication regarding appointments.
- ◆ Medical and Nursing staff on the Ward. Face-to-face discussions regarding patient care in connection to audio-typing/transcription of information or clerical workload.
- ◆ Multi-disciplinary staff within the Hospital. Face-to-face/telephone/email discussions regarding patient care.

## **9. PHYSICAL DEMANDS OF THE JOB**

- ◆ Sitting at a desk for prolonged periods of time.
- ◆ Long periods of concentration for waiting list management/audio-typing.
- ◆ Speed and accuracy for typing
- ◆ Advanced Keyboard skills.
- ◆ Ability to work well and keep calm under pressure
- ◆ Manual handling of medical notes and stationery supplies

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- ◆ To have essential knowledge to organise numerous investigations related to this speciality.
- ◆ Contacting patients by phone, sometimes at only 24-hours notice, to cancel their forthcoming admission to Hospital.
- ◆ Unpredictable interruptions are frequent, often requiring the postholder to detract from current task to search for specific information from other sources in order to give an accurate response but always ensuring that the initial task is returned to and completed.
- ◆ Manage and deal with many high-priority tasks which all require urgent attention without causing distress or dissatisfaction to all parties concerned.

- ◆ Endeavouring to adhere to Trust policy that all out-patient clinic letters and discharge letters are sent to General Practitioners within 10 days of the clinic appointment or patient discharge from hospital.
- ◆ Tactfully dealing with patients on the phone.
- ◆ Dealing with all patients and Health Service personnel in a professional and even-handed manner even when they are distressed or very demanding.
- ◆ Volume of audio transcription required to be undertaken.

#### **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- ◆ Minimum of 5 x National 5 qualifications or equivalent including English.
- ◆ Good general education including English and Secretarial skills
- ◆ Quick and accurate audio-typing and keyboard skills
- ◆ Ability to communicate with all disciplines of staff
- ◆ Knowledge of Microsoft Office programs
- ◆ Wide ranging medical terminology
- ◆ Good knowledge of hospital computer systems, including Lab systems reports
- ◆ Ability to work to tight deadlines and prioritise appropriately.
- ◆ Good attendance record and time keeping
- ◆ Confidentiality
- ◆ Ability to show empathy and tact when communicating with patients and relatives
- ◆ Review and update secretarial working practices in relation to transcription of dictation or clerical duties, which impact on the Department.

## NHS GRAMPIAN

### PERSON SPECIFICATION

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

**POST/GRADE:** Audio Typist, Band 3

**LOCATION/HOSPITALS:** Aberdeen Royal Infirmary

**WARD/DEPARTMENT:**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Good general education including Standard Grade/National 5 English (Grade 3 or above).	RSA 3/SVQ 3 Secretarial/Business Admin or equivalent
<b>Experience</b>	Fast and accurate keyboard skills. Audio typing experience	Knowledge of medical terminology Experience of using Dragon Medical Workflow Manager and PMS TrakCare
<b>Special Aptitude and Abilities</b>	Accuracy and attention to detail. Ability to manage time effectively and prioritise tasks. Excellent word processing skills Excellent organisational skills	
<b>Disposition</b>	Conscientious Excellent communication skills both verbal and written	Team player
<b>Physical Requirements</b>	Good attendance record Ability to work under pressure	
<b>Particular Requirements of the Post</b>	Good verbal and written communication skills are essential to perform this role safely. Confidentiality The ability to handle sensitive, confidential situations with discretion, tact and diplomacy. The ability to work as part of a team, exercise judgement and act on own initiative are essential.	