

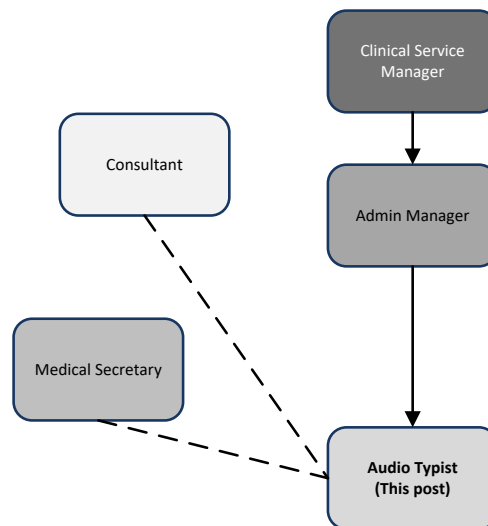
1. JOB IDENTIFICATION

Job Title: Audio Typist
 Responsible to: Admin Manager
 Department: Acute Services
 Directorate: Acute Services

2. JOB PURPOSE

To support clinical care by providing a comprehensive and timely outpatient and inpatient transcription service to Clinicians and other clinical staff for (Sector/Directorate)

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

Acute services provides comprehensive inpatient and outpatient clinical care to patients. Consultants and Junior Medical Staff are responsible for emergency and elective patient admissions.

Part of a team that provides a transcription service for inpatient discharge summaries and outpatient clinic letters.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Transcription of dictation received from outpatient clinics, letters, medical and reports for external agencies (e.g Department for Work and Pensions), discharge summaries.
2. Data entry onto clinical systems to support patient follow up requirements.
3. Filing of clinic letters and results in appropriate section of patient's case records/filing clinic letter via Winscribe into Clinical Portal (for EPR)
4. Uplifting of tapes and case records from outpatient clinics where required
5. Updating computer tracer module of case records taken to wards or other departments by medical staff and extracting patient information from the PMS
6. Distribution of case records to appropriate location.
7. Identifying/photocopying a range of results, x-rays, biochemistry and other results as directed by medical staff. Faxing.

8. Problem solving patient details when case records not available, eg, accessing clinic list on systems, ensuring details relevant to patient, phoning GP registration, GP surgery.
9. Ensure compliance with quality standards and timescales for typing turnaround
10. Shared responsibility for Health & Safety within the office area.
11. Participate in Personal Development Planning & Review .
12. Undertake Statutory & Mandatory training as required.
13. Promote and display NHS Scotland core values of care and compassion, dignity and respect, openness, honesty and responsibility and quality and teamwork in the discharge of duties

6a. EQUIPMENT AND MACHINERY

- Printers
- Transcription and Dictation Equipment
- Case Record Trolleys
- Photocopier /Scanner
- Departmental Filing System
- Fax
- Telephones

6b. SYSTEMS

- Trakcare
- Winscribe
- Clinical Portal
- Microsoft Office (Word)
- Microsoft Outlook

7. DECISIONS AND JUDGEMENTS

The post holder needs to be able to use their knowledge of clinical work and medical and drug terminology to ensure that letter transcription is done accurately thus avoiding any clinical risk to the patient. The post holder also needs to be able to prioritise their own workload.

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder communicates and liaises with:

- Clinical staff
- Nursing Staff
- General Practitioners
- Health Records colleagues
- Secretarial staff

9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills

Advanced keyboard skills and audio skills requiring high degree of speed, accuracy and touch typing.

Physical Demands

90% of the work is computer based thus sitting using a VDU. Moving/ lifting large bundles of case records.

<p>Mental Demands Concentration on all tasks required.</p> <p>Emotional Demands Exposure to disturbing clinical information in the letters and other documents being transcribed.</p>
<p>10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</p> <ul style="list-style-type: none"> ○ Dealing with wide range of dictation styles and making safe clinical sense of the information given or taking appropriate action with the dictator to resolve problem. ○ Filling in dictation gaps on patient or GP demographics. ○ Mastering the wide range of medical and drug terminology.
<p>11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</p> <ul style="list-style-type: none"> ○ Secretarial Studies certificate and advanced keyboard skills and accurate transcription speeds. ○ Proven proficiency in English and medical terminology. ○ Knowledge of PC Office software packages. ○ Excellent organisational and communication skills.

History:

Version	Date	Comment
V1.00		Caje# NAS372
V1.01		

PERSON SPECIFICATION
Audio Typist – Band 2

Qualifications	Essential (√)	Desirable (√)
SVQ Business & Administration at SCQF Level 5		√
NC Administration		√

Experience	Essential (√)	Desirable (√)
Excellent organisational & communication skills	√	
Advanced keyboard skills and accurate transcription speeds	√	
Proficient use of computer systems	√	
Be able to prioritise own workload	√	

Behavioural Competencies	Essential (√)	Desirable (√)
Excellent interpersonal skills with the ability to demonstrate an all-round professional manner, especially when under pressure with deadlines and conflicting interests.	√	
Ability to work independently or as part of a team	√	

Other Knowledge	Essential (√)	Desirable (√)
Proficient in English	√	
Medical terminology		√
Ability to fulfil criteria as outlined in the job description	√	