

JOB DESCRIPTION

JOB DETAILS

Job Title:	Overseas Patients Service Support and Income Control Officer
Pay Band:	Band 5
Directorate:	Finance
Department:	Financial Planning & Governance

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to:	Assistant Head of Financial Planning
Reports to:	Secondary Care SLA/NCA Manager
Professionally Responsible to:	Assistant Director of Finance - Financial Planning
Responsible For:	N/A

JOB SUMMARY / PURPOSE

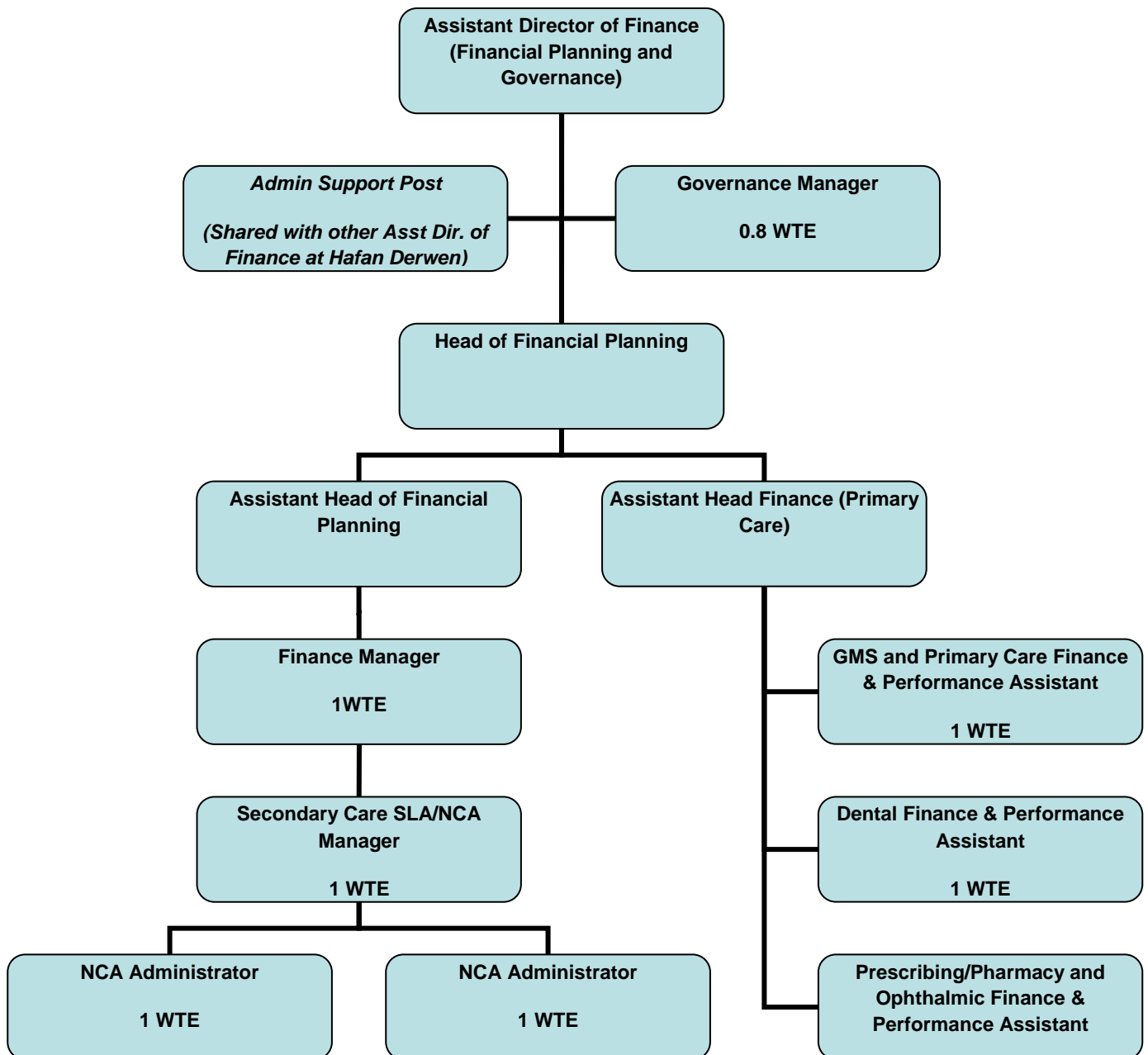
To provide a comprehensive support service to Hywel Dda Health Board Hospital and Community provided healthcare services. This will encompass:

- Interpreting and providing information regarding the current legislation pertaining to overseas visitors;
- Interpreting and providing information regarding the implementation of Welsh Government and Health Board policies and procedures pertaining to overseas visitors;
- To take the lead in the preparation of training programmes for hospital and community staff on overseas patients protocol and procedures;
- Discussing eligibility criteria for accessing free NHS care directly with patients.

To undertake all aspects for the recovery of income relating to overseas patient and refugee income and ensure that financial control is enacted in this area. This will involve costing of services provided, raising invoices and credit notes, aged debt analysis and the recovery of income from partner agencies.

Organisation chart:

Financial Planning and Governance



MAIN DUTIES AND RESPONSIBILITIES

To be responsible for ensuring that the guidance on Hospital charging for Overseas Visitors issued by Welsh Government are fully understood and adhered to when charging non British citizens for hospital treatment as outlined in the National Service Act 1977.

Develop close working relationship with the Information Department to identify any chargeable patients and ensure that the patient administration system (Myrddin) correctly classifies them as being Overseas Visitors.

To carry out validation checks on new registrations to ensure that all patients listed on the waiting list are British citizens and if not to ensure that payment for elective treatment is received prior to treatment.

To ensure that all treatment is charged and invoiced in a timely manner and in accordance with the overseas visitors hospital guidance and financial procedures of Hywel Dda UHB.

To be responsible for the completion of OVIS returns to Welsh Government to recover treatment costs for patients from EU countries and those that the UK has a reciprocal agreement with.

To liaise with the Department of Work & Pensions regarding the recovery of EU treatment and record the relevant data onto the clinical portal to ensure recovery of any potential income due.

To be responsible for the completion of quarterly monitoring returns to Welsh Government itemising the invoices raised for overseas visitors and to monitor bad debts.

Work closely with the accounts receivable section to ensure debts are pursued and the necessary action is taken in accordance with the Health Board's Standing Financial instructions.

Deal with complex, contentious and sensitive overseas queries from staff, patients and insurance companies. Liaising with external agencies eg Home Office, Immigration Services, Citizens advise and Welsh Government to resolve issues relating to the charging of overseas patients for hospital treatment.

To design, deliver and review education sessions to staff throughout the Health Board regarding the legislation and the responsibilities of staff to ensure the eligibility of free NHS care.

The need to have accurate paperwork for all charges made to patients to assist further investigations made by insurance companies or the event of complaints made against cost of treatment charged.

Audit the activity of Overseas activity to ensure the recovery of all income has been reported and captured in a timely manner.

Maintain awareness of the impact of changes in legislation, WG policy and any other developments that may affect the recovery of overseas patient's income.

To be responsible for the collection of income due from the home office, in respect of agreed cohorts of Refugees, and to be responsible for the implementation Welsh Government Guidance in this area.

The post holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines.

The post holder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act

Service Management

Provide interpretation of the regulations and financial management support in respect of overseas patients to a corporate and service level, ensuring optimum performance within available resources.

The post holder will be responsible for the planning and organising their work in line with the monthly reporting deadlines.

The post holder will be expected to apply existing policies and protocols to ensure compliance with extant legislation and All Wales procedure in respect of overseas visitors and refugees.

To ensure timely financial reporting within the Health Board and compliance with data submission to WG and DWP.

Work with Health Board officers in providing financial and patient approval criteria advice to support compliance with extant guidance.

Negotiate with other senior health professionals and partners in relation to application of legislation pertaining to overseas visitors and income collection.

Service Improvement

Contribute to the delivery of any Health Board wide efficiency drives and saving plans.

The post holder will be expected to have excellent negotiation skills and the post holder will be required to inform the impact of any changes to internal work processes and, to determine what if any impact these will have on the systems to be implemented.

Communications

Need to have empathy when dealing with overseas patients regarding the application of the regulations regarding eligibility criteria to access free NHS care particularly when some of these patients will have complex health needs.

Needs the ability to communicate both verbally and written, complex contentious and sensitive overseas queries from clinical staff, support staff, patients, Welsh Government representatives, Assembly Members and insurance companies in order to explain the application of the regulations and negotiate resolutions.

Liaising with external agencies eg Home Office, Immigration Services, Citizens advice, Department of Work and Pensions and Welsh Government to resolve issues relating to the charging of overseas patients for hospital treatment and their eligibility to free NHS care.

To provide information to and communicate with the Health Boards complaints department regarding overseas visitors.

To prepare and design literature to be made available in hospital waiting areas to inform overseas patients of the information they will need to provide. To deliver education sessions to staff throughout the Health Board regarding the legislation and the responsibilities of staff to ensure the eligibility of free NHS care

Finance and Resources

To achieve the income target in respect of overseas visitors and highlight any risks to the achievement of this target.

Personal and People Development and People Management

Provides appropriate support to others to improve their knowledge and understanding and shares own knowledge, skills and experience with others during induction and training sessions for staff.

Prepares for and takes on active part in the PDR process in accordance with organisation policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives.

Information Processing

The post holder will use a keyboard and applications such as Microsoft office, patient administration systems and clinical portals to undertake analytical work, collect income and produce formal reports.

The post holder will be required to undertake the filing of their own documents and file notes.

The post holder will undertake the testing of activity data using the information systems available to them.

The post holder will be responsible for ensuring appropriate records are kept to ensure the effective day to day running of the overseas patient function

Ensure the completion of statutory returns to recover income and provide information on the levels of overseas patients accessing Hywel Dda services in accordance with Health Board, national guidelines and timetable as appropriate.

The post holder will have access to confidential information about patients and must act within the Health Policy regarding the use of such information. On no account must such information be divulged to anyone who is not authorised to receive it.

Health, Safety and Security

Act within legislation, policies and procedures relating to information governance.

Attend statutory/mandatory training.

Responsibility for ensuring the Health & Safety policies and procedures are implemented in their designated area of responsibility.

Quality

Supports others effectively during times of change and work with others to overcome problems and tensions as they arise and ensure that own work load is managed effectively.

Equality and Diversity

Actively promotes equality of opportunity and diversity in own area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity.

Effort and Environmental

Use of VDU

Analyse reports and simple statistics.

Operate equipment such as visual assessment equipment. Check documents, reports and performance.

Carry out calculations and analyse statistics.

Dealing with difficult situations/ circumstances such as application and interpretation of the regulations and debt collection.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Educated to degree level or equivalent experience with experience of NHS Finance.</p> <p>Experience of working in the NHS.</p> <p>ECDL qualification or equivalent experience.</p> <p>Excellent Excel and Skills.</p> <p>Knowledge of Patient Administration systems.</p> <p>Oracle system experience including qllickview.</p>	<p>Training qualification</p> <p>Knowledge of the NHS Regulations in respect of overseas visitors and HB Complaints Procedures</p> <p>Good knowledge clinical coding and NHS costing systems</p>	Application form
Experience	<p>Experience interpretation and explanation of overseas regulations and financial information.</p> <p>Excellent presentation skills and experience of providing training to a range of staff groups.</p> <p>Excellent IT skills across a range of software packages. MS Office</p> <p>Portrays a professional and caring image.</p> <p>Able to express</p>	<p>Knowledge of the patient information system Myrddin.</p> <p>Experience of dealing with distressed angry/ unhappy service users.</p>	Application form and interview.

	oneself confidently in meetings, discussions, presentations etc.		
Aptitude and Abilities	<p>Excellent communication skills (written and verbal) and listening skills.</p> <p>Investigative and analytical skills to identify key facts from information presented by overseas patients.</p> <p>Excellent interpersonal and networking skills.</p> <p>Able to work across organisational boundaries.</p> <p>Ability to use intense concentration and work accurately and calmly under pressure</p> <p>Able to work cohesively within a small team and Independently.</p> <p>Display confidence in own judgement but can respond constructively to alternative solutions.</p> <p>Attention to detail.</p> <p>Ability to maintain high standards of diplomacy and confidentiality.</p>	<p>Welsh Speaker.</p> <p>Ability to deal with disagreement/conflict.</p> <p>Ability to be assertive and influencing whilst being tactful and diplomatic.</p>	Interview
Other	Ability to travel between sites in a timely manner		

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

** For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

** For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.