



## Job Description

**Job Title:** Medical Laboratory/Data Entry Assistant  
**Location:** 60 Whitfield Street  
**Reporting to:** Data Entry Team leader  
**Accountable to:** Head of Department / SRA & Referrals Business Manager  
**Liaises with:** Sales / Service Director and Laboratory Director

### Overall Job Purpose:

To undertake laboratory, clerical and telephone work within the Sample Reception Area.

### Main Duties:

To include, but not be restricted to, the following duties:

1. To enter patient details and coded test information into the laboratory computer system in an accurate and expeditious manner.
2. To be familiar with the laboratory computer systems, including confident use of the test/client libraries, TDL intranet and referral database during data entry.
3. To be aware of invoicing/billing rules that applies to certain clients and source codes.
4. General scanning, filling and archiving of request forms and other hard copy data.
5. To be familiar with the telephone system (e.g. placing calls on hold/transferring calls) in order to receive incoming calls to the department and deal with them appropriately, through a broad knowledge of the company's operations.
6. To maintain your own knowledge and skills to perform the job as detailed in this job description. Including actively updating your training record and reading the SOPs provided.
7. To maintain a level of service and professionalism as expected, by the company, of the jobholder. Ensuring that all procedures are documented and updated as required.
8. To handle queries relating to data entry in a timely and professional manner.
9. To report any errors or delays with electronic requests due to non-linking.

## General Duties

To become familiar with the day to day organisation of the department as it affects your work. You should be aware of the functions of the members of staff in the department as they affect your work. To attend laboratory meetings as required.

To undertake such work as you are assigned in a careful and efficient way and in compliance with current CPA standards, regulatory requirements and the TDL Quality Management System.

To communicate in a friendly, helpful and non-prejudicial manner in your dealings with staff, clients and / or customers as you will be regarded as a representative of your department as well as the Company, and you should behave accordingly. Matters regarding patients are confidential and must not be discussed except in the course of your duties. You will be expected to sign an undertaking to observe all patient and Company confidentiality.

To be aware of and abide by the rules and codes of the department. This is particularly important in the case of Health and Safety and Fire procedures. To behave in a professional manner and cooperate with all other members of staff at all times.

You will be trained for the work you are expected to do. Do not attempt any work unless you are confident that you can carry it out properly.

To maintain high standards of work within your department.

Other duties as assigned by the QMG / IT Departments.

To participate in an Annual Joint Review.

## Person Specification

Attributes	Requirements
<b>Qualifications</b>	Good general standard of education
<b>Experience</b>	Experience of working within the healthcare field preferred.
<b>Practical and intellectual skills</b>	Strong typing skills Excellent written and verbal communication skills. Ability to work on own initiative and as part of a team. Numeratorate. Familiar with basic IT / PC Operation.
<b>Disposition / Adjustment / Attitude</b>	Flexible, highly motivated, effective team player; methodical, ability to understand and meet targets and deadlines, able to learn and assimilate new information.
<b>Additional Circumstances</b>	Commitment to working the hours required to fulfil the job, including flexibility of working.

**This job description is subject to amendment in response to the changing needs of the department and company requirements.**

**This job description will be reviewed as part of the Annual Joint Review.**

I have read and understood and agree with this job description and confirm that I have been provided with a copy for my own records.

Employee: .....

Signed: .....

Date: .....

Dept Manager: .....

Signed: .....

Date: .....