

JOB DESCRIPTION

Job Title: Medical Records Administrator

Department: Support

Reports to: Team Leader/Operational Support Manager

Job Summary:

We are looking for a Medical Records Administrator to join our experienced legal team.

The person will have strong organisation skills and be dedicated to customer service and support of both clients & Fee Earners.

The role will support fee earners in the set up of cases and other business wide administrative duties.

Key tasks and accountabilities:

- Sending General Practitioner & Hospitals department consent forms to gain client's medical records
- Telephoning general practitioners & hospital admin to confirm our instructions forms have been received & being dealt with. Controlling and chasing receipt of medical records in order to provide these to our Fee Earners
- Keeping the administration of medical records up to date and accessible
- Scanning medical records onto Docuware / Generic Filing for the Medical Records Team
- Providing client updates on our process and receipt of records
- Dealing with any adhoc invoices for medical record requests (nursing/care homes & deceased cases)
- Dealing with incoming and outgoing Radiology disc removal from Radiology Storage
- Shredding of records after confirmation that they are safely/accurately loaded onto Docuware
- Provide wider admin support where the business requires

Person Specification:

- Excellent communication skills.
- Willing to go above & beyond for their clients.
- Strong organisation skills
- Professional attitude