

COVID-19 and virtual care: admin/reception tasks

During lockdown and working remotely admin teams may have the opportunity to work differently to continue to support patient access and the smooth running of the practice. These are ideas to consider. (R) – may be completed by remote access if available.

Activity	Allocated to	Completed
Smoking brief advice – phone calling of patients and offer cessation support – if trained (R)		
Referral to smoking cessation services either in the practice or external (R)		
Flu vaccine – phone and book patients into flu clinics (where vaccines are available) (R)		
Patient portal registration over the phone (R)		
Three years not seen enrolment (R)		
Enrolment and ethnicity data – 100 random patient audit (R)		
Community Service Card – updating records through NES (R)		
NES notifications – keep current (R)		
Reconciling claims (R)		
Newborn enrolment – keep current (R)		
Cornerstone / Foundation Standards - policy review and due task (R)		
Review of practice (admin) procedures – process map and ask can any be made more efficient ?		
Incoming files – keep current		
Hard copy notes – scan into PMS and then discard accordingly		
Prescriptions not picked up – sort by date and review. Contact patients and remind them they are available		
Go through templates and email or text invoices out for consultations and repeat prescriptions		
“Lean” exercise of practice areas		