

Role Profile – Medical Records Collator/Paginator

Job Title:	Medical Records Collator/Paginator
Reports to:	Operations Manager
Grade:	C

Job Purpose:

- To be a key member of our Operations team in the sorting, indexing, scanning and pagination of digital or hard copy medical and other associated records in the preparation of cases for medicolegal reporting.
- You will also perform a range of other administrative duties such as the receipt, dispatch, printing and redaction of records, along with the production of schedules of radiology and digital booklets to facilitate the company's objectives and achieve billable targets.
- If you have the relevant legal or medical background, you may also be asked to assist with the preparation of medical chronologies, summarising the timeline of significant medical events, treatments and diagnosis in addition to completing missing record reviews and key points of note.

Main Responsibilities:

1. Printing medical records when required for manual collation.
2. Sorting and collating medical and other records into record provider sections, document type subsections, and into chronological order.
3. Creating detailed and informative indexes for the collated medical records using standardized templates.
4. Either scanning collated paper records and checking scan quality of created pdfs or digitally formatting the original digital records. Renaming and editing the created pdfs, running through OCR software, adding bates numbering (paginating), compressing file sizes and applying bookmarks.
5. Redaction of electronic records to remove third party and privileged data using appropriate redaction software.
6. Resizing and photocopying original records as necessary during the sorting process to aid collation.
7. Reviewing disclosed radiology zip files to determine contents and compiling schedules of radiology from a review of the available radiology imaging and radiology reports within the collated records.
8. Creating digital booklets of our finalised products.
9. Identifying obvious missing records.
10. Using Microsoft Word to create and update documents such as file notes, client memos, indexes and schedule of radiology.
11. Adhering to the team's workflow process and other internal procedures; including accurate and detailed time recording of your own personal tasks within our case management system against projects and/or matters, both billable and unbillable.

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12. Participating in training such as health and safety, data protection, information technology and role specific training as required and directed to ensure up to date knowledge and compliance.
13. Participating in team meetings, complying to deadlines which contribute to team outcomes, and undertaking other tasks and responsibilities as required by the Senior Management Team in line with company objectives.
14. Providing support to clients and colleagues as required.
15. Once fully trained, quality checking of work completed by trainee medical record collators (when required) and providing feedback as per the company's Learning and Development Policy.
16. Quality checking of returned chronologies and schedules (if required and depending on background).
17. General shared team responsibilities such as:
 - Packaging up medical records for return to clients and booking couriers if physical copies of records are requested.
 - Answering incoming phone calls and emails in a professional manner and responding to queries or directing them to the right individuals as appropriate.
 - Replenishing the photocopiers with paper and toner.
 - Transfer of recycling and waste to external wheelie bins.
 - Greeting visitors and couriers in a friendly and professional manner.
 - Additional ad-hoc tasks around the office.

Knowledge/Experience/Skills:

Essential:

- GCSEs (A* to C) including Maths and English
- Strong knowledge of medical terminology, healthcare processes, and clinical documentation.
- Extremely high attention to detail.
- Excellent organisational skills.
- High standard of written grammar and communication skills.
- Ability to work methodically under pressure, manage multiple tasks, and meeting deadlines.
- Proficient in using case management software, Adobe and Microsoft Office.
- Minimum typing speed of 65 words per minute.
- Skills to work effectively as part of a team and to follow instructions.
- Competency in the use of technical scanning equipment and viewing CD Roms/ZIP files.

Desirable:

- OCR/RSA text production and word processing Level 3 or equivalent
- Previous nursing or medical secretarial background or previous experience of working within personal injury, clinical negligence or family law in either a secretarial, paralegal or legal assistant role.
- Experience of a medical pagination role, within a legal or medical environment.
- Knowledge of medical malpractice procedures and evidence gathering.
- Familiarity with GDPR and medical confidentiality requirements.

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Personal Attributes:

- Ability to interpret and categorise complex medical data.
- Ability to put documents into accurate chronological order.
- Meticulous and detail-oriented with a commitment to delivering high-quality work.
- Team player with a proactive and solution-focused attitude.
- Ability to work independently and manage time effectively.

Benefits:

- Full time Employed Position – 35 hours per week.
- Company NEST Pension Scheme.
- Starting Annual Leave of 25 days per annum (increasing 1 day per annum up to 30 days) plus all bank holidays.
- Statutory Sick Pay.
- Car Parking Permit for Local Car Park.
- Paid Overtime.

Schedule:

- Monday to Friday 9am to 5pm (35 hours per week).
- One hour lunch break each workday.
- Office Based Work Role in Ivybridge town centre.