

Overview

This standard is about administering appointments within a healthcare setting. You will need to access and interpret relevant instructions, policies, and information to ensure appointments are managed accurately and efficiently. This includes confirming identities, collecting required information, and scheduling or waitlisting appointments in line with organisational procedures.

This standard is about accurately administering healthcare appointments by interpreting relevant policies, confirming identities, collecting information, and scheduling or waitlisting appointments in line with organisational procedures.

You will also be responsible for communicating appointment details to individuals and staff, monitoring availability, and ensuring effective use of resources. Where discrepancies arise, you must take prompt action to resolve them and ensure all records are accurate and up to date.

This standard also covers receiving individuals for appointments. You will need to communicate clearly and respectfully, confirm personal details, and always maintain confidentiality. You must respect individuals' rights, privacy, dignity, and beliefs throughout the process.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

Performance criteria

You must be able to:

- P1. Identify and agree the roles and responsibilities of yourself and others in administering appointments
- P2. maintain individuals' confidentiality and data protection in accordance with workplace procedures
- P3. confirm identity and collect required information in accordance with workplace procedures.
- P4. record and forward referral information for prioritisation within required timeframes.
- P5. allocate, book, or waitlist appointments in accordance with workplace procedures taking prompt action to resolve any discrepancies.
- P6. communicate appointment details, changes, and outcomes clearly to individuals and relevant staff.
- P7. provide advice, information and support to individuals in ways that are consistent with other members of the health care team and within your scope of practice
- P8. monitor and manage appointment availability to ensure effective use of resources.
- P9. reconcile appointments by balancing attendance against scheduled appointments
- P10. complete all relevant documentation required for administering appointments

Knowledge and understanding

You need to know and understand:

- K1. how to access and interpret all relevant work instructions, legislation, guidelines, policies, procedures and protocols needed to administer appointments
- K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
- K3. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
- K4. the importance of meeting individual's needs including issues relating to dignity, confidentiality, and privacy
- K5. how to obtain positive confirmation of an individual's identity in accordance with organisational procedures
- K6. barriers to effective communication and how to overcome these
- K7. the importance of current data protection regulations and how to apply these
- K8. the importance of accuracy in administering appointments and how to deal with discrepancies
- K9. principles of effective complaints handling and how to apply these
- K10. how to process referrals within required timeframes.
- K11. the processes for scheduling, allocating, and reconciling appointments within availability.
- K12. the different methods used to communicate appointment status and details to individuals
- K13. how to update documentation and store individuals records safely and securely

Administer appointments

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