



HSS Registered

Patient Information Clerk
Health Salaried Officers Agreement: Level G2
Position Number: 005651
Patient Information Service
Armadale Health Service / East Metropolitan Health Service

Reporting Relationships

Deputy Manager Patient Information Service
 HSU Level G5
 Position Number: 110459



Patient Information Supervisor
 HSU Level G3
 Position Number: 006089



This Position



Directly reporting to this position:

Title	Classification	FTE
• NIL		

Also reporting to this supervisor:

- Culling Clerk Level G2

Key Responsibilities
 Retrieve, compile and distribute medical records for all patient presentations. File medical records and associated documents in a timely manner. Provide support to Front Reception and Emergency Department.

Brief Summary of Duties (in order of importance)

1. Health Information

- Retrieve, compile, create and update medical records for patient attendances, ensuring cross referencing and previously archived information are integrated.
- Retrieve medical records in response to routine and urgent requests (including research/audit) from authorised departments/personnel.
- Attend to requests for information from other health services, doctors and specialists.
- Process and file medical records.
- Process, sort and file loose reports and results.
- Ensure all medical records are scanned using MeRITS as per procedure.
- Assist with lost file retrieval.
- Process patient activity on TOPAS as required.
- Collect and distribute batch reports.
- Collect and record workload statistics daily.

2. Front Reception & Emergency Department

- Provide daily meal relief and additional support to Front Reception and Emergency Department.
- Participate in Emergency Response Codes as required.

3. Other

- Provide a customer focussed service to all clients.
- General office duties including filing and photocopying.
- Provide on the job training and support to other clerical staff.
- Ensure maintenance of patient confidentiality at all times.
- Attend team meetings as required.

4. EMHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment.
- Participates in an annual performance development review
- Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Previous clerical experience in a health service environment.
2. Demonstrated high level of interpersonal, verbal and written communication skills.
3. Demonstrated organisational and time management skills including the ability to organise and prioritise workloads to meet timeframes.
4. Demonstrated ability to work independently and collaboratively in a team setting.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

Desirable Selection Criteria

1. Knowledge of medical record procedures and medical terminology.
2. Previous experience of computerised patient/clinical information systems (i.e. TOPAS).
3. Awareness of the principle and practices of the Freedom of Information Act (1992).
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity check
- Successful Pre-Employment Health Assessment

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Naomi Sopi	He21616	20/02/2017
Manager / Supervisor Name	Signature or HE Number	Date

Dept. / Division Head Name	Signature or HE Number	Date
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As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or HE Number	Date
Effective Date		

HCN Registration Details (to be completed by HSS)

Created on	28/11/2016	Last Updated on	He74118 February 2017
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