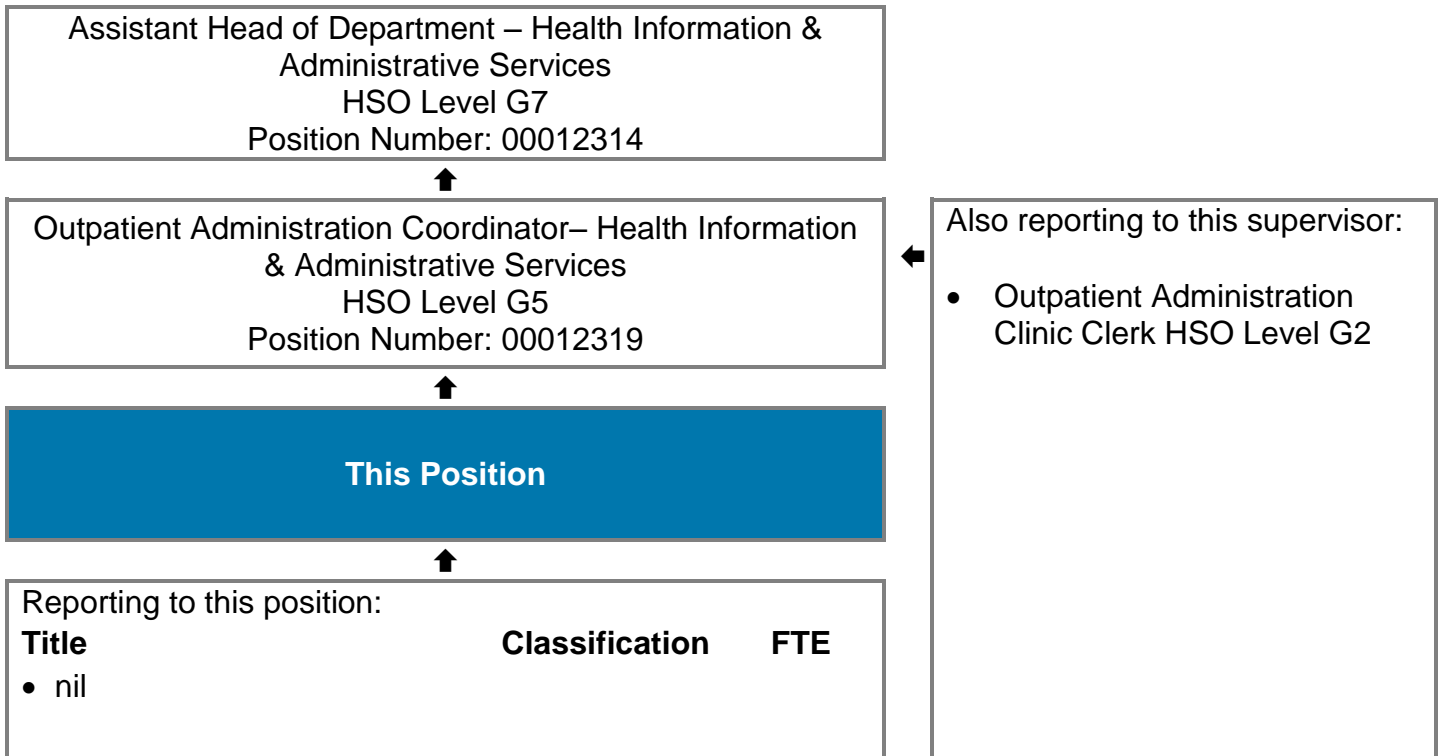




HSS Registered

Clinic Clerk
Health Salaried Officers Agreement; HSO Level G2
Position Number: 00013282
Clinical Services/ HIAS Outpatient Administration
Perth Children’s Hospital / QEII Nedlands

Reporting Relationships



Key Responsibilities
 Coordinate, without direct supervision, the daily processing of all new outpatient referrals. Liaise with Medical, Nursing, Allied Health and Support Services staff to ensure efficient organisation /prioritisation of all referrals.

Brief Summary of Duties

1. Clerical Duties

- Coordinate, without direct supervision, the daily processing of all new outpatient referrals.
- Liaise with Medical, Nursing, Allied Health and Support Services staff to ensure efficient organisation /prioritisation of all referrals.
- Maintains a consistent and high standard of reception and clerical support service to each assigned area. Provides reception support to a variety of clerical positions and may be required to provide relief support where directed.
- Monitors and screens incoming inter hospital, public and private phone calls, internal and external mail and visitors to the area, managing as required or directs to the appropriate personnel.
- Responsible for the provision of outpatient clerical services, reception duties and medical record maintenance including receiving and processing all direct/indirect outpatient attendances.
- Arranges for interpreter service when required.
- Receive new referrals, enter the information onto the PAS and have all referrals assessed by consultants. Ensures completion of appropriate referral documentation.
- Ensure that appropriate action is taken for appointments including arranging tests and the availability of all patient documentation prior to the appointment
- Carries out regular audit of first referral Waitlist of appointments, collates results and advises of results under the direction of the Coordinator Outpatient Administration

2. Patient Information Systems Duties

- Maintains timely and accurate patient data in the computerised patient administration system (PAS)
- Creates referrals for appointments for patients to attend Outpatient Clinics as required.
- Create and change all clinic profiles and waitlist patient's appointments as required.

3. Medical Record Duties

- Maintains suitable medical and other record tracking systems including completion of the interim/final discharge summary and clinical classification forms.
- Inputs and retrieves record information using Patient Information systems, including movements related to episodes of care changes. Files and uptakes data entry to relevant database in keeping with policies and guidelines.
- Accepts all relevant patient reports, laboratory test results, correspondence, referrals and x-rays for doctor's rounds, theatre procedures, clinical meetings and emergencies.
- Interviews patients relating to Unclassified Admissions, Private Patient Scheme, Compensable Patient Scheme and Reciprocal Arrangement Scheme operating within the Hospital and update inpatient status and notify consultant or relevant person of same.
- Ensures receipt of patients' medical record and dispatch all patient records via computer and electronic tracking system. Maintains and ensures security and confidentiality of the medical record during admission, and facilitates timely completion of summary and coding on discharge.

4. CAHS Governance, Safety and Quality Requirements

- Takes reasonable care for own health and safety and that of others and participates in the maintenance of a safe work environment.
- Participates in the Child and Adolescent Health Service (CAHS) performance development review process.

- Supports the delivery of safe patient care and the consumers' experience ensuring services are family centred. This includes 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, CAHS and Departmental / Program specific policies and procedures.
- Abides by and upholds the WA Health Code of Conduct, CAHS Vision, Mission and Values, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as required.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in the provision of a confidential effective and efficient clerical/administrative service.
2. Good interpersonal, verbal and written communication skills with ability to liaise effectively with clients and staff at all levels.
3. Demonstrated initiative and flexibility to undertake duties without direct supervision.
4. Demonstrated ability to effectively organise and prioritise activities to meet deadlines.
5. Demonstrated experience in the use of keyboards/personal computer software applications including proficiency with 'Windows' based word processing and database software.

Desirable Selection Criteria

1. Previous clerical experience in a health care environment
2. Knowledge of medical terminology.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Pre-requisites

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.

..... Manager / Supervisor Name Signature	or HE Number Date
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..... Directorate/ Dept. Head 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
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HSS Registration Details (to be completed by HSS)

Created on September 2016	Last Updated on 08/06/2018
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