



**HSS Registered**

**Telehealth Clerk**  
**Health Salaried Officers Agreement: Level G2**  
**Position Number:603199**  
**Telehealth / Clinical Operations**  
**Royal Perth Bentley Group (RPBG) / East Metropolitan Health Service**

**Reporting Relationships**

Co-Director Clinical Operations  
 Classification: HSO G14  
 Position Number: 602503



Title: Coordinator Telehealth  
 Classification: HSO Level 7  
 Position Number: 106275



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Technical Officer, HSO G4, 1.00 FTE
- Clinic Clerk HSO G2, 3.00FTE

**Key Responsibilities**  
 Provides comprehensive reception and administrative service to the patients and staff of the Telehealth program.



## 1. Brief Summary of Duties (in order of importance)

- 1.1. Provides reception and liaison for Telehealth Services including patients, rural Telehealth Coordinators and health professionals who are accessing this service.
- 1.2. Arranges new and review outpatient appointments using the Patient Administration System (PAS) and the Telehealth appointment scheduling system (MMEx), coordinates diagnostic test results with rural and remote health services, telephone interception, updates patient information, liaises with Doc Centre to activate patient files, arranges and maintain diary of appointments.
- 1.3. Set up of Telehealth equipment for scheduled appointments and meetings including state-wide, interstate and international dial-ins.
- 1.4. Maintains communication with consultants, nursing and allied health staff on matters relating to the running and scheduling of Telehealth patient appointments and correct documentation and processes for Telehealth appointments.
- 1.5. Receives and actions enquiries and maintenance of departmental diary.
- 1.6. Liaises with rural and remote sites in relation to appointment scheduling, coordination of venues, coordination of diagnostic test results such image transfers via PACS, laboratory results and other patient related requirements.
- 1.7. Liaises with outpatient service clerks for the clerical requirements of telehealth clinics.
- 1.8. Developing and implementing procedural guidelines in relation to Telehealth bookings and processes.
- 1.9. Creates develops and updates various spreadsheets used to collect, consolidate and compare data and statistics as necessary and directed.
- 1.10. Participates in Quality Activities.

## 2. EMHS Governance, Safety and Quality Requirements

- 2.1. Participates in the maintenance of a safe work environment.
- 2.2. Participates in an annual performance development review.
- 2.3. 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.
- 2.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5. Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

## 3. Undertakes other duties as directed

## Work Related Requirements

### Essential Selection Criteria

1. Previous clerical experience in a hospital/health care environment.
2. Demonstrated ability to liaise effectively with the public, patients and all levels of staff.
3. Demonstrated interpersonal, verbal and written communication skills with strengths in liaising effectively within a team.
4. Demonstrated organisation and time management skills including the ability to prioritise and complete a variety of tasks whilst meeting a range of deadlines with minimal supervision.
5. Demonstrated ability to use computers and other applications with accurate data processing.

### Desirable Selection Criteria

1. Previous experience with computerised patient information systems and medical record procedures and practices.
2. 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.

<b>Gurkiran Flora</b>		<b>HE133423</b>	<b>12/03/2018</b>
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Effective Date</b>			

**HSS Registration Details** (to be completed by HSS)

<b>Created on</b>	<b>May 2018</b>	<b>Last Updated on</b>	<b>June 2018</b>
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