



North Metropolitan Health Service
Job Description Form

HSS Registered April 2019

Clinic Clerk

Health Salaried Officers Agreement: Level G2

Position Number: 007404

Cancer Centre / Medical Specialties Division

Sir Charles Gairdner Hospital / North Metropolitan Health Service

Reporting Relationships

Cancer Centre Operations Manager
Award Level: HSO Level G10
Position Number: 006284



Clerical Supervisor
Award Level: HSO Level G5
Position Number: 007403



This Position



← Also reporting to this supervisor:

- Medical Typist – 5.1 FTE
- Medical Secretary – 3.0 FTE

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

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Prime Function / Key Responsibilities

Provide an effective and efficient secretarial/clerical service. Responsible for front desk reception, clinic booking's preparation, filing department documentation, retrieval, maintenance and completeness of medical records and associated documentation. Utilise the computerised information system to manage the patient's medical record. Identify private patients and participate in explaining and completing required forms to enable private billing for eligible patients.

Brief Summary of Duties

1. Administrative Requirements

- 1.1 Initiate and coordinate appointment bookings, manage cancellations, new cases, follow up and allied health appointments.
- 1.2 Arrange patient clinic appointments taking into consideration specific patient needs or centre constraints to maintain optimal utilisation of clinic rooms with doctor availability.
- 1.3 Manage the cancer centre clinic reception and telephone enquiries. Receive, redirect and screen telephone calls as required.
- 1.4 Register patients through PMI and undertake the related coding and classification of patient information.
- 1.5 Request retrieve and track medical records, imaging, pathology and other diagnostic records as required. Distribute (via internal or external mail) and file all relevant cancer centre documentation, imaging and other diagnostic or pathological records for use within and outside the Department.
- 1.6 Create hard copy and electronic patient medical records. Input patient data into records using relevant computerised systems.
- 1.7 Provide assistance to patients who are required to complete clinical, admission or other hospital documentation.
- 1.8 Copy, collates and distributes data, clinic and treatment lists and maintains a traceable system for recording and retrieving clinic consultation and treatment schedule information.
- 1.9 Coordinate private patient financial election paperwork for identified eligible patients. Complete Medicare forms as required and answer initial queries regarding private patient billing.
- 1.10 Obtain relevant information and necessary signatures required for billing purposes and participate in the collation of billing information required by the billing clerk.
- 1.11 Assist in the training of new/relief clerical staff, attend regular meetings and provide input to the development of future departmental requirements.
- 1.12 Arrange patient transport, tests and book interpreters when necessary.

2. NMHS 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, North 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. Demonstrated understanding of appointment scheduling and booking procedures with attention to detail.
2. Relevant experience in an administrative and secretarial support environment.
3. Effective organisational and time management skills, with the ability to multi task.
4. Demonstrated ability to use Microsoft Office products, word processing and have accurate keyboard skills.
5. Ability to work effectively unsupervised and as part of a team.
6. Effective verbal/written communication and interpersonal skills.
7. Working knowledge of maintaining confidentiality.

Desirable Selection Criteria

1. Knowledge of medical terminology.
2. Previous experience in a Hospital or healthcare environment.
3. 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.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: