



HSS REGISTERED

Emergency Clerk
Health Salaried Officers Agreement; HSO Level G2
Position Number: 114318
Clinical Services
Fiona Stanley Hospital/South Metropolitan Health Service

Reporting Relationships

Manager, Health Information Management Services
 HSO Level G9
 Position Number: 114140



Emergency Clerical Coordinator
 HSO Level G5
 Position Number: 114205



This Position



Directly reporting to this position:

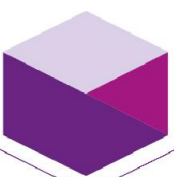
Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Relief Clerk; HSO Level G2; Multiple FTE

Key Responsibilities

Provides an efficient administrative and clerical service to the Emergency Department by receiving and interviewing all patients, processing documentation and registering and admitting patients in accordance with hospital standards.



Emergency Clerk | HSO Level G2 | Position Number 114318

Brief Summary of Duties (in order of importance)

1. Administration and Clerical Duties

- 1.1 Provides general clerical support to clinical and nursing staff within the Emergency Department (ED).
- 1.2 Maintains ED Doctors on call roster, notification of ED Doctor sick calls, ambulance bookings and EMPAC requests.
- 1.3 Identifies patients on Patient Administration System (PAS) and enters or updates relevant demographic details as required. Identifies multiple unit medical record number's (UMRN) and directs to designated authority within HIMS to address.
- 1.4 Completes Emergency Registration via the PAS and Emergency Department Information System (EDIS). Collates all relevant paperwork and delivers to Emergency treatment area.
- 1.5 Completes patient admissions via the PAS and generates relevant documentation. Obtains the correct financial election information and informs patient/family of relevant information/entitlements. In consultation with the Private Patient Liaison Officer (PPLO), actively promotes the benefits of admissions as a private patient and ensures appropriate documentation is generated and signed before distributing private patient packs.
- 1.6 Completes discharges from the Emergency Department via the PAS. Checks that the medical record documentation is completed and filed appropriately. Completes transfers to wards/other hospitals and institutions from the Emergency Department via the PAS.
- 1.7 Books appointments in the PAS for follow-up in appropriate clinic.
- 1.8 Requests copies of documentation from other hospital medical records via HIMS.
- 1.9 Maintains all hardcopy documentation of the medical record whilst it is in the Emergency Department ensuring loose filing is completed.
- 1.10 Liaises with and notifies Medical and Nursing staff of patients with Medical, Micro or Risk Alerts, EDIS Alerts, MRSA requirements and patients that have been discharged from FSH.
- 1.11 Following downtime ensures all manual information is transferred and updated appropriately to the PAS and EDIS.
- 1.12 Assists with the training of new clerical emergency staff to the department.
- 1.13 Responds to general telephone and reception enquires.
- 1.14 Prepares the medical record for distribution to the correct outpatient test or appointment, secretary or Department.
- 1.15 Maintains and ensures security and confidentiality of the paper-based medical record for the area.
- 1.16 Collates all paper-based forms upon discharge or transfer and ensures correct order of filing within the record for collection by HIMS staff as required.

2. SMHS 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, South 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 experience in a reception and clerical environment with a high level of customer service.
2. Demonstrated sound interpersonal and communication skills (oral and written).
3. Demonstrated ability to work with minimal supervision and effectively as part of a multi-disciplinary team.
4. Demonstrated effective organisation and problem solving skills.
5. Proficient computer skills and experience with data entry and retrieval.
6. Demonstrated ability to manage conflict.

Desirable Selection Criteria

1. Experience with a Patient Administration System such as webPAS.
2. Previous reception, clerical or ward clerk experience in a Health Care environment.
3. Knowledge of medical terminology.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- 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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..... 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			

HSS Registration Details (to be completed by HSS)

..... Created on Last Updated on April 2019
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