



HSS Registered

Release of Information Clerk
Health Salaried Officers Agreement: Level G2
Position Number: 003995
HEALTH INFORMATION MANAGEMENT SERVICE
SIR CHARLES GAIRDNER HOSPITAL
NORTH METROPOLITAN AREA HEALTH SERVICE

Reporting Relationships

Manager, HIMS
 HSO G-9
 Position Number:0000586



Freedom of Information Coordinator
 HSO G-6
 Position Number:0000628



This Position



← Also reporting to this supervisor:

- ROI Clerk HSO G-3 FTE 1

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|--------------------------------------|-----------------------|------------|-------------------------------|
| Directly reporting to this position: | | | Other positions under control |
| Title | Classification | FTE | • |

Prime Function / Key Responsibilities

Provides a clerical and reception function within the Release of Information Department. Receives all requests to the Release of Information Department and processes accordingly.

Brief Summary of Duties (in order of importance)

1. Operational

- 1.1 Attends to initial enquiries in relation to requests to the Release of Information Department. This can include requests from but not limited to, members of the general public, internal staff, General Practitioners, Legal professionals, health facilities and other agencies.
- 1.2 Registers requests for information on electronic database, prepares and complete paperwork for release.
- 1.3 Locate patient information on the Patient Administration System (PAS) and Clinical Information System (ICM).
- 1.4 Retrieves and collates all health information (medical record, microfilm and electronic) for requests and reproduces as required.
- 1.5 Provide advice and assistance to clients regarding access to documents under the Freedom of Information Act and health information requests as required.
- 1.6 Responds to urgent requests for documentation in a timely manner.
- 1.7 Liaise with the FOI Coordinator regarding the release of information as required.

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 experience with health information practices and procedures and the ability to deal with confidential information.
2. Demonstrated ability to provide a customer focused service.
3. Developed organisational skills and ability to problem solve, organise and prioritise tasks.
4. Well-developed level of interpersonal skills and communication skills both oral and written.
5. Ability to work both unsupervised and as part of a team.
6. Working knowledge of maintaining confidentiality.
7. Conversant with Microsoft Office programs and demonstrated computer keyboard skills.

Desirable Selection Criteria

1. Understanding of the Freedom of Information (FOI) Act 1992.
2. Previous clerical experience in a hospital or healthcare environment.
3. Knowledge of computerised patient administration and clinical information systems.
4. Knowledge of medical terminology.
5. 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: Paula Johnston
Signature/HE: HE30630
Date:29/10/2019

Dept./Division Head

Name: Frances Harrison
Signature: HE50987
Date:29/10/2019

Position Occupant

Name:
Signature:
Date: