



HSS Registered

Emergency Department Clerk Day/PM/Night

Health Salaried Officers Agreement: Level G2

Position Number: 005982

Health Information Management Service

Armadale Health Service / East Metropolitan Health Service (EMHS)

Reporting Relationships

Health Information Manager
HSO Level G7
Position Number: 005199



ED Clerical Coordinator
HSO Level G5
Position Number: 113327



This Position



Directly reporting to this position:

Title	Classification	FTE
NIL		



Also reporting to this supervisor:

- Various HSO Level G2 positions
- Daytime Supervisor HSO Level G3
- Afterhours Supervisors HSO Level G4

Key Responsibilities

Provide a customer focussed 24 hour, 7 days per week reception and clerical support service to the patients, visitors and staff accessing the Emergency Department.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Patient Activity

- 1.1 Process patient activity (i.e. Admissions, Discharges, Outpatient appointments, Emergency Department visits, Waitlist, Transfers, etc) in the computerised information system (WebPAS) in a timely manner to ensure a correct bed census.

2. Medical Records

- 2.1 Print and prepare admission paperwork, labels and wristbands in preparation for patient attendance.
- 2.2 Maintain patient medical records from admission to discharge. Prepare all discharged medical records for discharges and return to clinical coding in a timely manner.
- 2.3 File loose reports/notes, including laboratory reports to ensure medical records are current.
- 2.4 Create medical record folders and admission packs.

3. Reception

- 3.1 Attend to incoming departmental telephone calls and direct appropriately. Attend to all incoming calls to the Health service after hours.
- 3.2 Attend to enquiries and requests from the public, staff and doctors and assist with the direction of patients and visitors.
- 3.3 Operate paging system.
- 3.4 Participate in emergency response codes as required.

4. Administrative

- 4.1 Liaise with other health services to obtain medical information relevant to patient's presentation to the Emergency Department.
- 4.2 Arrange patients transport by ambulance through St John ambulance computer system, organise taxis as requested.
- 4.3 Provide on the job training, support and orientation to other clerical staff being trained for this position.
- 4.4 Attend to and record patient's private and lost property and arrange for safe keeping and return.
- 4.5 Attend to correspondence as necessary.
- 4.6 Print and file doctors and on-call rosters.

5. Other

- 5.1 Ensure maintenance of patient confidentiality at all times.
- 5.2 Participate in team activities/portfolios.
- 5.3 Attend Team meetings as required.

6. EMHS Governance, Safety and Quality Requirements

- 6.1 Participates in the maintenance of a safe work environment.
- 6.2 Actively participates in the Peak Performance program.
- 6.3 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.
- 6.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 6.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

7. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Previous hospital clerical experience working in Emergency Department, ward, outpatient clinic or reception environment.
2. Demonstrated interpersonal, verbal and written communication skills.
3. Demonstrated organisation and time management skills, including the ability to organise and prioritise workloads to meet timeframes.
4. Demonstrated ability to work with minimal supervision and in a team environment.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

Desirable Selection Criteria

1. Knowledge of medical terminology and medical abbreviations.
2. Previous experience with computerised Patient Information Systems (i.e WebPAS/EDIS).
3. 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 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 February 2020
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