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Health Information Management Services Officer

Health Salaried officers Agreement: Level G2

Position Number: 007040, 007711, 007767

Health Information Management Services / Operations, Finance and Performance

Rockingham Peel Group / South Metropolitan Health Service

Reporting Relationships

Administration Manager
Award Level: HSO G8
Position Number: 115424

Team Leader
Award Level: HSO G5
Position Numbers: 115425, 115584, 115585

This Position

Also reporting to this supervisor:
• Various

Directly reporting to this position

Title	Classification	FTE
• Nil		

Key Responsibilities

Provides a comprehensive administrative and clerical service for the Rockingham Peel Group (RkPG), patients, families and visitors. Maintains and processes department information in accordance with RkPG policies, procedures and health information system requirements.

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.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



Brief Summary of Duties (in order of importance)

1. Health Information

- 1.1 Retrieves, compiles, creates and updates medical records for patient attendances, ensuring cross-referencing and previously archived information is integrated.
- 1.2 Ensures the availability of medical records for patient care.
- 1.3 Processes patient activity using relevant health information systems as required.
- 1.4 Ensures all medical records are scanned into the relevant area using the WebPAS (PAS) as per RkPG procedure.
- 1.5 Processes, sorts and files loose patient paperwork.
- 1.6 Attends to information requests from internal and external stakeholders.

2. Administrative and Clerical

- 2.1 Provides a customer focussed service to patients, families and visitors as the first point of contact.
- 2.2 Ensures all telephone enquiries are managed appropriately in a timely manner.
- 2.3 Provides an administrative and clerical support service as required.
- 2.4 Liaises with internal and external stakeholders regarding patient activity as required and processes accordingly using the health information systems.
- 2.5 Ensures adequate levels of stationery, forms and other supplies are maintained as required.
- 2.6 Receives and distributes mail as required.
- 2.7 Photocopies and faxes information as required in accordance with confidentiality protocols.
- 2.8 Supports new staff as required.

3. General

- 3.1 Prepares and processes medical records for outpatient, waitlist, emergency or inpatient episodes as required
- 3.2 Processes patient information using the PAS and other associated health information systems for the purpose of outpatient appointments, emergency registrations and/or inpatient admissions.
- 3.3 Catalogues medical records for off-site storage using relevant software in accordance with relevant policies and procedures.
- 3.4 Culls appropriate medical records between storage areas onsite and offsite as required in accordance with relevant policies and procedures.
- 3.5 Always ensures the maintenance of patient confidentiality.
- 3.6 Attends team meetings and participates in team activities as required.

4. SMHS Governance, Safety and Quality Requirements

- 4.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 4.2 Participates in the maintenance of a safe work environment
- 4.3 Participates in an annual performance development review
- 4.4 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
- 4.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Occupational Safety and Health Act, the Disability Services Act and the Equal Opportunity Act.

5. 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 role and the SMHS Values.

Essential Selection Criteria

1. Demonstrated effective interpersonal, verbal and written communication skills.
2. Demonstrated organisational and time management skills including the ability to organise and prioritise workloads to meet timeframes.
3. Accurate data processing/keyboard skills and knowledge and experience with computing and information systems.
4. Demonstrated ability to maintain confidentiality.
5. Demonstrated ability to work independently and/or collaboratively in a team setting.

Desirable Selection Criteria

1. Previous experience working in a health service environment
2. Knowledge of computerised patient information systems e.g. WebPAS
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
4. Current "C" or "C.A." class drivers' licence

Appointment Prerequisites

Appointment is subject to:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.