



HSS Registered February 2022

Medical Scribe – Emergency Department **Health Salaried Officers Agreement; HSO Level G3 (TBC)**

Position Number: 115433

Clinical Services

Fiona Stanley Fremantle Hospital Group / South Metropolitan Health Service

Reporting Relationships

Deputy Manager, Health Information Management Service
Award Level: G-7
Position Number: 115256



Emergency Clerical Coordinator
HSO Level G5
Position Number: 114205



This Position



Also reporting to this supervisor:
Emergency Nightshift Supervisor HSO Level G3; 1.4 FTE

Emergency Clerk; HSO Level G2; Multiple FTE

Key Responsibilities

Taking direction from Emergency Medicine Consultants provides an efficient administrative service to the Emergency Department, by working collaboratively to complete timely documentation in patient's medical notes and assisting in other administrative tasks as required in accordance with hospital 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. Administration and Clerical Duties

- 1.1 Provides general clerical support to medical staff within the Emergency Department (ED).
- 1.2 Accompany the Emergency Medicine Consultant or their delegate whilst they assess a patient and complete the patient's medical notes by the bedside, transcribing medical assessment of patients, and dictation, to be verified by the Consultant or delegate.
- 1.3 Completes a range of medical documentation and requests as required to assist the patient's journey in the ED to be verified by the Consultant or delegate.
- 1.4 Facilitates preparation of patient discharged from the ED to be verified by the Consultant or delegate. This may include completing electronic discharge summary for patients, requesting appropriate follow up, liaising with family and nursing home facilities.
- 1.5 Checks the availability of pathology and radiology results for patients.
- 1.6 Liaises with GPs and other sources to collect further patient information as directed by ED medical staff.
- 1.7 Requests copies of documentation from other hospital medical records via HIMS.
- 1.8 Assists with the training of new medical scribe staff to the department.
- 1.9 Performs quality activities and contributes to improvements in HIMS at Fiona Stanley Hospital in consultation with the Emergency Clerical Coordinator
- 1.10 Participates in the monitoring, reporting and evaluation of the medical scribe trial in the ED, in liaison with the SMHS Innovation Centre.
- 1.11 Responds to general telephone and reception enquires.
- 1.12 Completes training as required to obtain and maintain skills required for the position.
- 1.13 Maintains, reinforces and ensures compliance to Fiona Stanley Hospital and Health Service's Policy and Guidelines on Confidentiality of Health Information.

2. SMHS Governance, Safety and Quality Requirements

- 2.1 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.
- 2.2 Participates in the maintenance of a safe work environment.
- 2.3 Participates in an annual performance development review with ED Coordinator and a member of the medical team.
- 2.4 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.
- 2.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.6 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.

3. 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 experience in a fast paced environment with a high level of customer service.
2. Demonstrated sound interpersonal and communication skills (oral and written).
3. Demonstrated ability to work proactively, with minimal supervision, and effectively as part of a multi-disciplinary team.
4. Demonstrated effective organisational, analytical and problem solving skills.
5. Proficient computer skills, including excellent typing skills.
6. Demonstrated understanding of confidentiality

Desirable Selection Criteria

1. Experience in medical scribing.
2. Previous medical terminology knowledge or training.
3. Evidence of experience working in a health environment.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
5. Demonstrated self-motivation and ability to prioritise self-growth and learning.

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.