

## 1. General Information

<b>Position Title:</b>	Medical Record Access Officer
<b>Division/Department:</b>	Health Information Services
<b>Position Reports to:</b>	HIS Clerical Operations Manager - Richmond and Freemasons
<b>Enterprise/Individual Agreement:</b>	Health and Allied Services Enterprise Agreement 2022
<b>Classification/Grade:</b>	Computer Clerk - Year 5 (CCL05)
<b>Location:</b>	Epworth Richmond
<b>Employment Status:</b>	Full Time (38 hours per week)
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Not Applicable
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Epworth HealthCare employees</li><li>• Patient's and Family members</li><li>• Third Parties (such as law firms, insurance companies, police, clinical trial providers, other health services, courts and others)</li></ul>

## 2. Overview of Epworth HealthCare

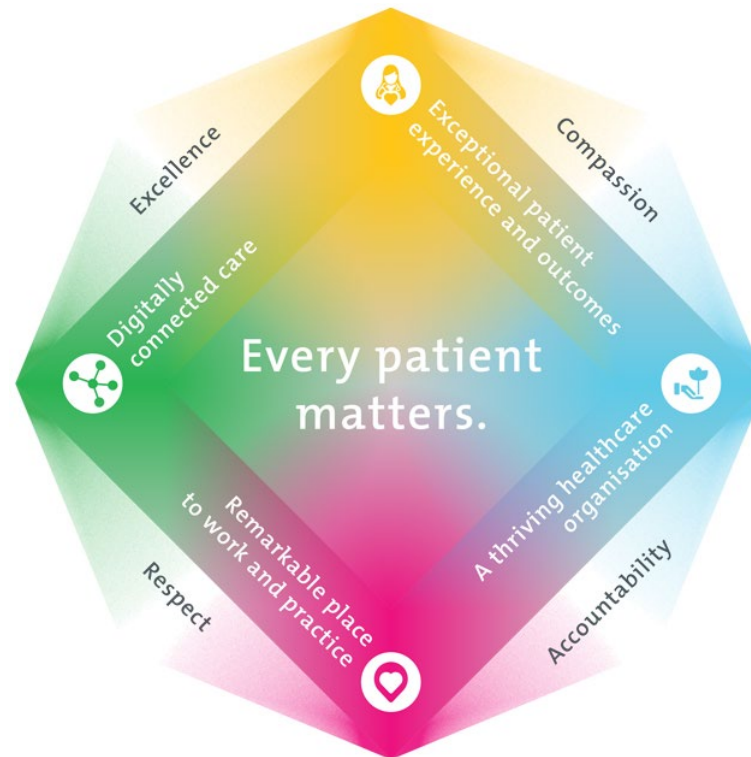
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

As a Medical Record Access Officer, you will be the first point of contact for anyone wishing to seek access to Epworth HealthCare patient medical records, responding to telephone calls and emails received on a daily basis from various stakeholders including patients, family members, law firms, police, courts, insurers and other third parties and you will be responsible for communicating the application process, and informing these individuals of what is required for their request and supporting them through questions they have. You will assess every request that is received to ensure it is a valid request, ascertaining whether the applicant has provided the appropriate consent and identification and is authorised to access the requested information. You will see through each valid application through to completion, including generating invoices (where applicable), receipting payments received, preparing letters, photocopying paper-records, preparing digital patient-records, before releasing the requested information within the legislated timeframes in accordance with the Health Records Act 2001 (Vic).

You will be required to prioritise certain requests based on their level of urgency (any court orders, Subpoena's, Coroners requests, Police Requests, and any other urgent requests as directed by the Manager). As part of this process, you will also be required to register each request in an internal incident reporting system (MedicoLegal Database) and ensure all relevant documentation in relation to the request is uploaded to the system. Where all Medical Record Access requests are up-to-date, you will be required to assist in any of the other various other HIS administrative tasks within the department including scanning of patient medical records on to the Scanned Medical Record, and/or assisting with Receptionist duties or other clerical duties as directed by the Manager.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b><i>Leadership and culture</i></b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b><i>Consumer Partnerships</i></b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b><i>Effective Workforce</i></b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b><i>Clinical Safety and Effectiveness</i></b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b><i>Risk Management</i></b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Appropriately assess every request received to ensure that the applicant has the correct authority to access the requested documentation, ensuring relevant identification is provided (where required).	100% of requests actioned to have the appropriate consent or authority provided with request before the request is actioned and any information released to that individual or third party. No requests to be actioned and no information released where inappropriate, or incorrect authority is provided. Appropriately escalate any requests to Manager where authority provided is deemed to be inappropriate, unclear or ambiguous, or where review of any legislation is required by Manager in order to ascertain whether the authority is valid.
Medical Record Access is appropriately provided to the applicant within 45 days of receipt in accordance with privacy legislation as it governs access to health information.	100% of valid requests to be actioned in accordance with the timeframe legislated in the <i>Health Records Act 2001</i> (Vic) and priorities managed effectively.
Subpoena's, Coroners Requests, Warrants and other court orders to be prioritised and actioned immediately.	100% of valid requests to be actioned and released to the requestor by timeframe stipulated within that order, or as directed by the Manager.
All requests and associated documentation to be stored under application folder, and registered on the Medico-Legal database with relevant documents uploaded to the system.	100% of requests to have a folder prepared where all documentation is to be stored, and recorded in the Medico-Legal Incident Reporting System, together with relevant documents attached to the request.
Make available information to the applicant within 7 days of invoice payment in the format in which they have sought to obtain that information.	100% of requests to be actioned in full with access to health information provided within 7 days of payment in accordance with the <i>Health Records Act 2001</i> (Vic).
Manage duplicate UR numbers identified in the Patient Administration System or Scanned Medical Record System.	Manage the duplicate UR number inbox and review and action every notification of a duplicate UR by assessing patient information and merging or splitting as required.
Undertake other directed HIS duties including Scanning of patient medical records as directed on the Scanned Medical Record System, Reception work, or Ward Rounds.	Medical records and clinical documentation scanned accurately in accordance with predefined KPI's. Undertake hospital-wide collection of patient admission notes efficiently utilising trolley and accurately track admission notes upon return to HIS in preparation for scanning. Assist with receptionist duties as directed, answering calls, emails and faxes.
Maintain excellent customer service and communication skills at all times by being informative and professional in all interactions. Communicate clearly with unambiguous language, and with patience. Actively seek to understand the different needs and expectations of individuals in order to tailor the appropriate response and service they require.	Patient and customer service satisfaction surveys within agreed targets. Use of AIDET principles in all interactions. Issues and/or complaints to be escalated to the manager as required, and resolved in a timely manner
Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace including reporting of all hazards, incidents, injuries and near misses immediately to your manager and logging them in the RiskMan Incident Report system.	Adhere to infection control/personal hygiene precautions. Implement and adhere to Epworth OHS policies, protocols and safe work procedures. Mandatory training completed at agreed frequency and as directed by Manager.

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<b>Desirable</b> <ul style="list-style-type: none"> <li>Tertiary Qualification in Business Management, Administration, Customer Service or another relevant field.</li> </ul>
Previous Experience	<b>Essential</b> <ul style="list-style-type: none"> <li>Previous experience in a Customer Service Role.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>Previous experience in an administrative role within the healthcare setting, or in a role relating to Release of Information or Freedom of Information.</li> </ul>
Required Knowledge & Skills	<b>Essential</b> <ul style="list-style-type: none"> <li>Proficient computer skills utilising Microsoft Office, in particular, Microsoft Word, Excel, Outlook and Teams.</li> <li>Excellent time management and ability to work autonomously managing the daily workload and priorities.</li> <li>Excellent communication skills in both written and verbal form.</li> <li>Clear demonstratable understanding of privacy and confidentiality and the importance.</li> <li>High attention to detail and task-focused.</li> <li>Understanding of the <i>Health Records Act 2001</i> (Vic), <i>Health Records Regulations 2012</i> and the <i>Privacy Act 1988</i> (Privacy Act).</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>Previous experience using a Patient Administration System (such as iPM, TrakCare, WebPas) and Risk Reporting system (i.e. RiskMan).</li> <li>Familiarity with patient medical records.</li> </ul>
Personal Attributes & Values  All employees are expected to consistently work in accordance with Epworth's values including Compassion, Accountability, Respect and Excellence.	<b>Essential</b> <ul style="list-style-type: none"> <li>Motivated and task focused with ability to self direct and self manage requests.</li> <li>Excellent time management skills to ensure requests are managed in a timely manner, with ability to prioritise appropriately.</li> <li>Strong written and verbal communication skills, with demonstrated professionalism and appropriate phone manner.</li> <li>Excellent customer service skills and patience.</li> <li>Well-developed organisation skills with an ability to work under pressure when required to meet deadlines.</li> <li>Committed to Epworth HealthCare Values and Behaviours, and to maintaining patient privacy and confidentiality at all times.</li> </ul>

# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2022	April 2025	Danai Kofidou (HIS Clerical Operations Manager - Richmond & Freemasons)

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_