

Position Description



1. General Information

Position Title:	Health Information Services (HIS) Reception Clerk
Division/Department:	Health Information Services (Epworth Richmond)
Position Reports to:	HIS Clerical Operations Manager - Richmond and Freemasons
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	CCL05 - Computer Clerk Year 5
Location:	Epworth Richmond
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Not Applicable
Key Relationships - internal and external	Patients and family members, external stakeholders, hospital staff (administrative staff, clinical staff, HIS Coding staff and management)

2. Overview of Epworth HealthCare

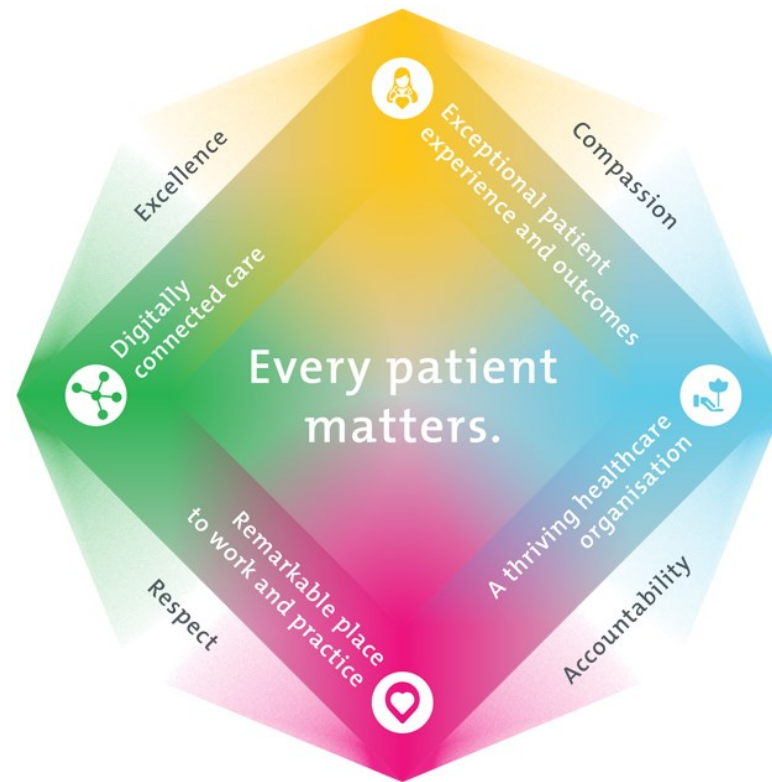
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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



W E C A R E (Compassion, Accountability, Respect & Excellence)

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

Health Information Service (HIS) Reception Clerks work in a busy department and are predominately responsible for providing customer service to patients and various external stakeholders in relation to patients' medical records and ensuring security of patient information is maintained at all times.

The role primarily involves attending to information requests, uploading patient documentation to appropriate channels and following up incomplete documentation with the internal and external stakeholders.

The HIS Reception Clerk is responsible for performing reception duties including answering the department telephone, responding to queries received from both internal and external stakeholders via email or telephone, actioning any requests for information from health services or General Practitioner's via email and fax as required, and for the retrieval of clinical notes from various areas of the hospital.

A summary of the primary responsibilities of a HIS Reception Clerk include:

- Ensuring all information requests are accurately completed in a timely manner.
- Undertaking general clerical duties including answering emails and phone calls and any ad-hoc requests.
- Supporting release of clinical information in accordance with the department's release of information guidelines, ensuring patient confidentiality and privacy is strictly maintained at all times.
- To contribute to the overall performance of Epworth and ensure consistency with Epworth's Vision and Values at all times

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>All electronic and manual filing/storage of information is accurate, accessible and meets accepted organisational standards/practice.</p> <p>Customer service in relation to patient documentation is completed to a high standard and in a timely manner.</p>	<ul style="list-style-type: none"> • Phone and email queries are accurately attended in accordance with the required predefined KPI's upon return to the HIS department. • Assigning patient identification to documentation received by internal/external stakeholders. • Undertake and follow HIS clerical processes associated with the storage and filing of information as required. • Follow processes relating to completion of patient documentation before releasing them to be scanned. • Uploading documentation quality is maintained at high standards.
<p>Departmental procedures are appropriately and efficiently followed, managed and maintained.</p>	<ul style="list-style-type: none"> • Proficient use of time and prioritising of activities to ensure predefined KPIs set for quantity of information requests is achieved. • Monitor department's mailbox and accurately process any request that is received. • Departmental processes and procedures are understood and adhered to at all times. • Competently utilise technology including various systems (iPM, BOSSnet), email, Teams, photocopier, telephones, fax machines and scanners. • Epworth uniform to be worn at all times in accordance with policy.
<p>Timely release of information / privacy and confidentiality maintained.</p>	<ul style="list-style-type: none"> • Requests for medical information to be efficiently completed in accordance with the department's Release of Information guidelines and escalated appropriately when required. • Patient's privacy and confidentiality is to be strictly respected and maintained at all times.

<p>Demonstrated effective written and verbal communication.</p>	<ul style="list-style-type: none"> • Communicate clearly and professionally with peers and management at all times both verbally and in written communication (i.e. email) • Display professional manner and telephone etiquette, providing exceptional customer service to both internal and external customers at all times.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and concerns 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets. • Use AIDET principles in all interactions. • Issues are escalated to the manager and resolved in a timely manner. • Place customer and stakeholder satisfaction at the forefront of all interactions and maintain a “people-first” attitude. • Represent Health Information Services as a service department and facilitate any requests received by the department in a timely and professional manner.
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan. 	<ul style="list-style-type: none"> • 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
<p>Other Duties</p>	<ul style="list-style-type: none"> • Training and mentoring of new and existing team members if required • Other duties as directed by Manager

6. Position Requirements / Key Selection Criteria

COMPONENT	
Qualifications	Desirable <ul style="list-style-type: none">• Year 12 and above
Previous Experience	Desirable <ul style="list-style-type: none">• Good understanding of medical terminology• Understanding of the <i>Privacy Act</i> and the <i>Health Records Act 2001</i>• Previous experience in health information or in a hospital administrative role
Required Knowledge & Skills	Essential <ul style="list-style-type: none">• Solid computer literacy skills and keyboard typing skills• Working understanding of the Microsoft Office Suite (especially Word, Excel, Outlook and Teams)• Excellent administrative skills• Excellent customer service skills Desirable <ul style="list-style-type: none">• Previous experience using a Scanned Medical Record (such as CPF/SMR or BOSSnet)• Previous experience using a Patient Administration System (such as TrakCare, WebPAS, or iPM)

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Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	Essential <ul style="list-style-type: none">• Excellent communication skills• Excellent organisational skills• High level of attention to detail• Focused and able to work autonomously• Able to work effectively in a team environment• Demonstrated problem-solving skills• Ability to work well under pressure• Can-do attitude• High initiative and willingness to assist
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Document Control:

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
12/09/2022	16/01/2024	HIS Clerical Operations Manager - Richmond and 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: _____