

Position Description



1. General Information

Position Title:	Health Information Services Clerk
Division/Department:	Epworth Corporate - Health Information Services
Position Reports to:	HIS Site Manager
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	CCL05 - Computer Clerk Year 5
Location:	Epworth Geelong
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)

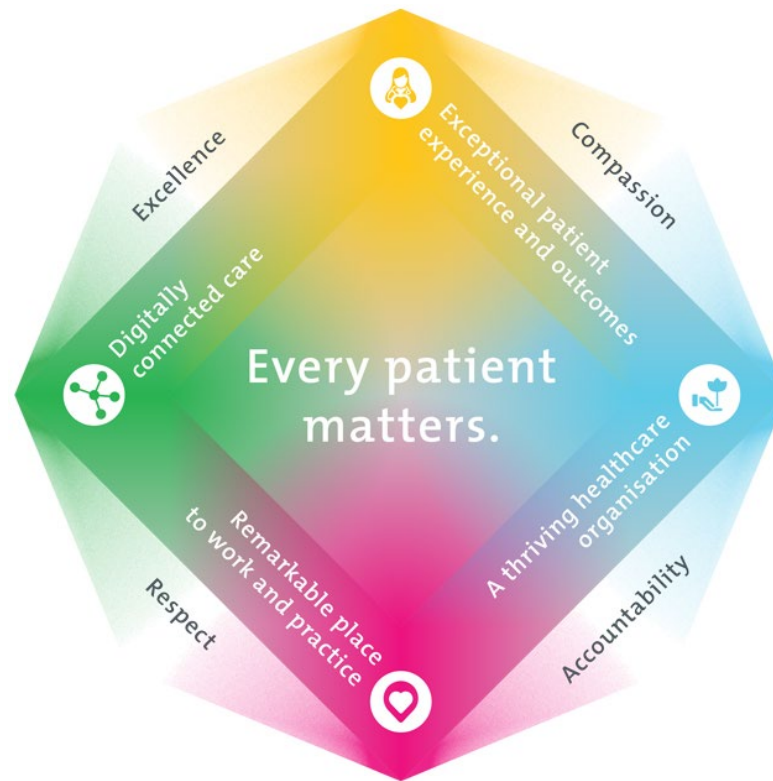
2. Overview of Epworth HealthCare

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 *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



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

Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential

Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience

Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery

Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

Health Information Service (HIS) Clerks work in a busy department and are predominately responsible for the collection, preparation, scanning and quality checking of patient health information and documentation which forms a patient's clinical record.

The majority of the role involves processing and scanning large volumes of patient documentation and forms which are created when a patient attends the hospital for a visit or a stay. The HIS Clerk is responsible for collecting notes, reviewing and preparing the notes for scanning, and then scanning and processing all scanned documents accurately before releasing them to the Scanned Medical Record.

The HIS Clerk is also 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 GPs 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 Health Information Services (HIS) Clerk include:

- Ensuring all patient documentation is accurately scanned on to the Digital Health Record in a timely manner, and in accordance with set predefined KPIs.
- Undertaking general clerical duties including collection of medical records, answering emails and phone calls, responding to requests, and tracking and record storage.
- 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.

The successful applicant will play an active role within the Epworth group team, participating in building a community-based culture that fosters a spirit of achievement, capability, and development, which will enable Epworth to become a living organism for "Excellence, Everywhere, Everyday".

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>All scanning of Medical Records and patient documentation is completed to a high standard and in a timely manner.</p>	<ul style="list-style-type: none"> • Medical Records/reports and any clinical documentation is accurately scanned in accordance with the required predefined KPI's upon return to the HIS department. • Scanning Quality is maintained against predefined KPIs. • Undertake and follow HIS clerical processes associated with the storage and filing of information as required. • Follow processes relating to the scanning of patient documentation with tweaks and errors to be actioned by the next rostered shift.
<p>Departmental procedures are appropriately and efficiently followed, managed and maintained.</p>	<ul style="list-style-type: none"> • Efficiently check and prepare all documents for scanning. • Proficient use of time and prioritising of activities to ensure predefined KPIs set for quantity of documents scanned is achieved. • Undertake hospital-wide collection of patient admission notes and accurately process and track admission notes upon return to HIS in preparation for scanning. • Departmental processes and procedures are understood and adhered to at all times. • Competently utilise technology including various systems (PAS, SMR), 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.

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<p>Demonstrates 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 issues 	<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 as required</p>	<ul style="list-style-type: none"> • Training and mentoring of new and existing team members if required • Other duties as requested by Manager

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> Year 12 and above
Previous Experience	<p>Desirable</p> <ul style="list-style-type: none"> Good understanding of medical terminology Understanding of the <i>Privacy Act</i> and the <i>Health Records Act</i> Previous experience in health information or hospital administrative role
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> Sound computer literacy / keyboard skills Working understanding of the Microsoft Office Suite specifically <i>Word, Excel, Outlook</i> and <i>Teams</i> Excellent administrative skills <p>Desirable</p> <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 TrackCare, WebPAS or iPM)
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> Respect Excellence Compassion Community Integrity Accountability 	<p>Essential</p> <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):
03/05/16	11/01/2023	Digital Medical Record (DMR) Quality and Development Manager

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: _____