

Position Description



1. General Information

Position Title:	Health Information Services Clerk – Coding Assistant
Division/Department:	Health Information Services
Position Reports to:	Coding Manager Richmond and Site Manager HIS Eastern
Enterprise/Individual Agreement:	Epworth Healthcare Health and Allied Services EA 2018
Classification/Grade:	Computer Clerk
Location:	Epworth Richmond
Employment Status:	Full time
Key Relationships - internal and external	Coding Staff, Coding Assistants, Coding Educator & Auditor, HIS Site Managers, Senior Health Information Manager, Group Manager HIS & Patient Revenue

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. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Position Description



Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

- Provide administrative support to HIM / Clinical Coders in obtaining documentation required for coding
- Send requests for further documentation such as clinical coding queries, requests for discharge summaries and requests for missing medical record notes from wards and clinical areas.

The maintenance of strict confidentiality is of key importance, as is contributing to the overall performance of Epworth HealthCare and ensuring our Values and Behaviours are adhered to.

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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
All requests for coding related patient information are done so in a timely manner Organisation wide KPI's in regards to documentation issues are met.	• Medical Records/reports are requested and coder notified within appropriate timeframe • Co-ordinate and prioritise information requests • Patient's privacy and confidentiality is respected and maintained at all times.
Efficient office procedures are appropriately managed and maintained.	• Proficient use of time and organises activities to achieve KPIs. • Provides support to HIS coding and clerical team as required in day to day activities.
Competently utilises technology including photocopier, telephones, fax machines and scanners.	• Follows procedures and processes set up within the HIS department at all times.
Demonstrates effective written and verbal communication.	• Efficiently prepares documents for scanning. • Communication with peers, management and external stakeholders is clear and professional at all times
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.	Patient and customer service satisfaction surveys within agreed targets Use AIDET principles in all interactions

Position Description



Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. 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	Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	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
Other duties as required	• Other duties as requested by Manager

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable • Medical terminology course / studies
Previous Experience	Desirable • Experience in Health Information Services / Health administration

Position Description



Required Knowledge & Skills	Desirable • Good working knowledge of Microsoft Office Suite • Good working knowledge of iPM and BOSSnet
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Committed to ongoing professional development and learning. • Committed to continuous quality improvement. • Ability to maintain strict confidentiality. • Ability to work independently and as part of a team. • Effective communication and interpersonal skills. • Prepared to make a commitment to Epworth HealthCare's Values and Behaviours. Desirable • Well-developed organisational skills. • Ability to work under pressure and meet deadlines.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2012	March 2024	Site Manager – Health Information Services (Geelong)
	October 2026	Site Manager – Health Information Services (Eastern)

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: _____

Position Description



Print Name:

Date:
