

POSITION DESCRIPTION

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| Position Title | Health Information Services Clerk |
| Reports to (Title) | HIS Site Manager |
| Group Director | Group Director, Health Funds and Patient Services |
| Department | Health Information Services |
| Award/Agreement | Salary & Conditions in accordance with Contract of Employment |
| Delegation of Authority Level | N/A |

Position Summary & Role Purpose

The Health Information Services (HIS) Clerk contributes to the provision of an effective Health Information Service by the performance of a range of duties and tasks with established procedures and guidelines and in the spirit of Cabrini Health’s Mission and Values. Staff will perform their duties in keeping with Cabrini’s Behaviours that matter. The HIS service motto is that “We help clinicians care for patients”.

Key Result Areas

1. Service provision

Performs Health Information Service duties efficiently and effectively ensuring a compassionate, competent service is provided.

- 1.1** Maintains patient privacy by compliance with relevant procedures and policy, including appropriate identification of telephone callers requesting information, obscuring patient information when transporting medical records outside the department and discarding confidential information into confidential bins. Confidentiality is an integral part of this role and the incumbent must comply with requirements at all times and set an appropriate example for all Hospital staff.
- 1.2** Attends to the prompt retrieval and provision of medical records for patients in Emergency Department and patients admitted to Cabrini wards and for other patient care purposes within prescribed timeframes.
- 1.3** Retrieves medical records for planned patient admissions and attendances.
- 1.4** Accurately creates new medical record covers correctly matching the patient identification label.
- 1.5** Processes the medical records of discharged patients for Malvern, Prahran and other sites if required including accurate collation (compiling) and the correction of any deficiencies in accordance with accepted procedures and departmental rules.
- 1.6** Maintains medical records’ size and professional appearance, by splitting large medical records and replacing or repairing damaged medical record covers.
- 1.7** Accurately maintains the tracking system locations of medical records on the electronic tracking system.
- 1.8** Promptly and efficiently responds to phone, fax and email enquiries and requests for patient information from authorised personnel in accordance with documented policies, procedures and legislation.
- 1.9** Communicates with all staff within HIS, other Cabrini departments and customers in a polite, helpful and professional manner.
- 1.10** Accurately files medical records into the mobile shelving, basement storage and other appropriate storage locations.

- 1.11 Complies with delivery and collection schedule of medical records to suites and other areas to facilitate completion of documentation and other requirements.
- 1.12 Performs thorough searches for patient information and updates patient information when required using the patient database by following relevant procedures
- 1.13 Performs filing tasks including filing of medical records forms, reports, correspondence and other documents into medical records.
- 1.14 Ensures confidentiality of all patient and staff information, referring specific medico-legal requests for the release of patient information to the relevant Manager when indicated.
- 1.15 Retrieves medical records for other purposes as required, including research, audits and other reviews.
- 1.16 Requests medical records and patient information from the Department offsite medical record storage provider as required.
- 1.17 Processes deliveries of medical records from Department offsite storage provider as per procedure.
- 1.18 Completes processing and tracking of returns of medical records from Department offsite storage provider.
- 1.19 Transfers medical records from the HIS department to secondary storage areas.
- 1.20 Participates in strategies to achieve the department goals, including quality activities and audits.
- 1.21 Documents daily workload statistics as required.
- 1.22 Collects data for improvement activities as required by the Department.
- 1.23 Other appropriate duties as allocated by HIS Team Leaders, Operations Manager or Director.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

5. Teamwork

Contributes to an efficient and effective work environment and Health Information Service through teamwork, co-operation and communication.

- 5.1 Assists other members of the HIS department if required, including answering the phones, assisting with requests for patient information and retrieving records from the basement storage areas.
- 5.2 Promotes and contributes positively to a team culture within HIS.
- 5.3 Communicates all pertinent information to Team Leader, Operations Manager, the Director and other staff.
- 5.4 Communicates with all staff from other departments in a polite, appropriate, helpful and professional manner

6. Resource Management

Participates in the effective and efficient use of resources both humans and material.

- 6.1 Attends work in accordance with the roster.
- 6.2 Notifies Team Leaders or Operations Manager as soon as practicable if unable to attend work as per Hospital policy.
- 6.3 Utilises time, material and equipment responsibly and effectively.

Organisational Relationships

The Health Information Services Clerk:

- Works daily under the supervision of the Day or Afternoon Shift Team Leaders;
- Reports directly to the Health Information Services Operations Manager;
- Maintains a close collaborative working relationship with the Director, Health Information Services.

Staff Development

The Health Information Services Clerk will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge in particular mandatory training
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Health Information Services Clerk must demonstrate the following requirements:

ESSENTIAL

- Excellent customer service skills;
- Sound clerical, administrative and filing skills;
- Appropriate numeracy skills;
- Physical ability to safely undertake repetitive tasks including retrieval, delivery and filing of medical records;
- Excellent communication skills with a positive and friendly attitude;
- Excellent organisational skills with the ability to be flexible when needed;
- Ability to work as part of an effective team as well as with limited supervision.

PREFERRED

- Knowledge of medical terminology

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable.
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love.
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families.
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing.
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude.
- We maintain the courage of our convictions and express our values through our actions.
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice.
- We respect ourselves, our colleagues and the excellence of the services we deliver.
- We identify and respond to emerging healthcare needs in our community.
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

| Behaviours that matter | Unacceptable behaviours |
|--|--|
| We put patient/resident safety first | We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents |
| We ask questions to understand the problem | We jump to conclusions and look for someone to blame |
| We admit when we make a mistake and seek a solution | We try to cover up or make excuses for mistakes |
| We look for opportunities to improve our care and services | We resist or sabotage change |
| We speak up when we see behaviour that is inconsistent with our values | We encourage or participate in poor behaviour |

We are here to provide service:

| Behaviours that matter | Unacceptable behaviours |
|---|--|
| We greet everyone warmly | We are rude or discourteous |
| We are always kind and caring | We are arrogant or demeaning |
| We give our full attention to the person speaking to us | We are distracted, impatient or dismissive |
| We communicate openly, sensitively and in a timely manner | We are dominating, abrupt or sarcastic |

We work together to achieve the best outcome:

| Behaviours that matter | Unacceptable behaviours |
|--|---|
| We are quick to offer help without waiting to be asked | We refuse to help even when it is clearly required |
| We share information readily to promote the best care and services | We withhold information or are competitive to the detriment of others |
| We do as we say we will | We are unreliable or inconsistent |
| We encourage and support each other | We berate or humiliate others |
| We give praise for a job well done | We are excessively critical or devalue the contributions of others |

We exhibit a positive attitude:

| Behaviours that matter | Unacceptable behaviours |
|--|---|
| We approach our day with energy and enthusiasm | We are negative or apathetic |
| We look for the best in people | We are judgemental and put others down |
| We take pride in our personal appearance | We look dishevelled, dirty or have offensive personal odour |

We want to build a just and sustainable community:

| Behaviours that matter | Unacceptable behaviours |
|---|-----------------------------------|
| We treat each other fairly | We are hostile or abuse our power |
| We use our resources responsibly | We are wasteful or extravagant |
| We consider the environmental impact of all we do | We are thoughtless or careless |

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:  5-10-16.
 Executive Director People and Culture Date

Authorised:  6/10/16
 Executive Director Date
 Commercial Services and Business Systems