

Position Title	Health Information Services Clerk										
Site/Location	Mornington										
Unit/Department	Health Information Services										
Classification	As per the Support Services EA										
Reports to	Health Information Services Manager										
Supervisory responsibilities	Nil										
Key relationships	HIS staff, other hospital staff, staff from other health facilities and clinics										
Overall Job Purpose	The Health Information Services Clerk is a member of the Health Information Services Department and provides efficient and effective medical record clerical functions. This role supports processes and systems of the HIS department by ensuring medical records are complete and managing the storage of medical records in line with legislation.										
Values & Code of Conduct	Proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc. At The Bays Healthcare, we seek to pursue the following values: <table border="0"> <tr> <td>Integrity</td><td>Being honest in our dealings with others.</td></tr> <tr> <td>Compassion</td><td>Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</td></tr> <tr> <td>Accountability</td><td>Being responsible for and mindful of the consequences of our actions.</td></tr> <tr> <td>Respect</td><td>Acknowledging the rights and opinions of others as we work together as a team.</td></tr> <tr> <td>Excellence</td><td>Continually improving quality and efficiency.</td></tr> </table> If we all embrace an “I CARE” philosophy, we will be successful as individuals, as an organisation and as a community.	Integrity	Being honest in our dealings with others.	Compassion	Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.	Accountability	Being responsible for and mindful of the consequences of our actions.	Respect	Acknowledging the rights and opinions of others as we work together as a team.	Excellence	Continually improving quality and efficiency.
Integrity	Being honest in our dealings with others.										
Compassion	Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.										
Accountability	Being responsible for and mindful of the consequences of our actions.										
Respect	Acknowledging the rights and opinions of others as we work together as a team.										
Excellence	Continually improving quality and efficiency.										
WH&S	- Present fit for work and able to undertake duties in line with the physical inherent requirements of the role - Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely - Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 - Identify, assess, prioritise and control risks to health & safety of employees, patients, contractors and visitors - Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures										
Quality and Risk Management	Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities. These policy and procedures include: <table border="0"> <tr> <td> - Organisational - Clinical - Infection Control - WH&S - Emergency Response </td> <td> - Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, HDU - Environmental Services - Administration - Catering </td> </tr> </table> - Participate in the organisation’s accreditation processes - Be compliant with and understand relevant standards - Participate in the organisation’s Quality Management and Control program - Participate in the collection of Clinical and Process indicators - Understand the Severity Assessment matrix and reporting system - Implement and undertake case reviews, peer review and improvement proposals as required - Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy - Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from	- Organisational - Clinical - Infection Control - WH&S - Emergency Response	- Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, HDU - Environmental Services - Administration - Catering								
- Organisational - Clinical - Infection Control - WH&S - Emergency Response	- Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, HDU - Environmental Services - Administration - Catering										

	seeking, undertaking, or remaining in child related employment - Uphold and adhere to the Organisations commitment to Child Safety standards and reporting obligations - Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	- Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. - Collaborate and build the team by exchange of knowledge and skills - Participate in own performance appraisal in line with organisation expectations - Complete mandatory and compliance education as required as set out in the Mandatory Education policy
KPIs/ Measures	KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities Medical Records Administration	- Within 24 hours of discharge deliver accurate and complete medical records to the Clinical Coder and HIM for coding - Process all medical records to ensure that all necessary forms are completed, records are collated, all pathology and imaging reports are included and that doctor related forms including discharge summaries are complete - Action any missing paperwork to ensure that records are complete as soon as possible - Retrieve medical records from onsite and order records from offsite to provide records for upcoming admissions, clinical review or audits - Manage cancelled admissions paperwork and destroy after 3 months of inactivity - Filing of loose medical record forms - Filing of medical records - Action any requests for medical record information in line with our policies - Replace temporary covers for medical records with the original medical record to ensure the medical record is complete and stored in a timely manner - Follow the appropriate escalation protocols where anomalies, errors and omissions are found in records or records are believed lost or misplaced - Make improvements to processes as required
Medical Records Storage	- Maintain accurate records of medical record archival status in the patient management system - Maintain all medical record storage areas in an organised, clean and tidy state - Undertake periodic reviews of the condition of all storage areas and highlight issues - Undertake periodic review and culling of medical records in all storage areas to comply with document retention standards. Highlight any issues with capacity to HIM
Immunisation	To receive mandatory vaccinations or meet the criteria for exemption.
Security Check	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific role as requested by The Bays Healthcare Group Inc.
Qualifications / Experience - Mandatory	Nil
Qualifications / Experience-Desirable	Nil
Personal Competencies Required	- Strong customer focus - Good communication skills - Willing to learn - Ability to work as part of a team - Show attention to detail - Ability to work alone and take initiative when required - Ability to adjust to change - Time management skills - Ability to cope under pressure - Respect patient and staff privacy
Job Competencies Required	- Previous administrative skills including filing and general computer skills desirable - Basic computer knowledge/literacy - Knowledge of medical records and document retention processes



Inherent Requirements	• Able to use equipment and tools safely and without physical or other restriction • Undertake assessment of ability to physically and mentally meet the requirements of the role • Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements
------------------------------	--

Note: *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: _____
Signed, Manager Title

_____/_____/_____
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

_____/_____/_____
Date

Print Name, Employee