



## UNION JOB DESCRIPTION

JD1226

<b>JOB TITLE:</b>	Therapy Services Booking Clerk/Receptionist	<b>JOB DESCRIPTION NO.:</b>	F.CI.10015T.001 / F.NI.10015T.001
<b>CLASSIFICATION:</b>	Clerk IV (A), Admitting (Out-Patient Booking) ; Clerk III, Receptionist; Clerk, General	<b>GRID/PAY LEVEL:</b>	F 17
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10015; 10308; 10304
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	10015T
<b>PROGRAM/DEPARTMENT:</b>	Rehabilitation Services	<b>BENCHMARKS (If Applicable):</b>	10015; 10308; 10304
<b>REPORTING TO:</b>	Clinical Coordinator		
<b>FACILITY/SITE:</b>	Nanaimo Regional General Hospital (NRGH); Campbell River Hospital (CRH); North Island Hospital, Comox Valley Campus		

### JOB SUMMARY:

In accordance with the Mission, Vision and Values, and strategic directions of Vancouver Island Health Authority patient safety is a priority and a responsibility shared by everyone at VIHA and as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Therapy Services Booking Clerk/Receptionist utilizing a variety of computerized applications, determines out-patient appointment priority, schedules and books outpatient appointments, gathers information, compiles statistics and reports, performs data base entry and other related clerical and receptionist duties.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Schedules and books client appointments for outpatients attending occupational therapy, physiotherapy and/or speech therapy, in conjunction with the clinical lead, by determining appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/ clinical staff as required.
2. Contacts appropriate area such as patient, department, physician office to confirm appointments.
3. Prepares new client charts. Obtains additional patient information from patients, Doctors offices and printing reports from Hospital systems as required. Obtains signatures from clients as required and explains forms to them as necessary. Retrieves and files charts, records and reports. Processes discharged files/charts.
4. Acts as a receptionist for the area by answering the telephone, taking and relaying messages, handling routine phone inquiries, greeting clients and directing them to appropriate areas, referring clients to clinical/professional staff where appropriate.
5. Maintains records of staff such as names, addresses, phone numbers, availability for work and suitable work areas.
6. Maintains timekeeping records for staff for approval of the manager/supervisor and submits to payroll.
7. Performs a variety of general clerical duties such as:
  - Distributing a variety of documents, forms and correspondence, including typing, faxing, photocopying and electronic mailing, as required.

- Handling mail by sorting, opening, distributing and delivering outgoing mail.
- Accepting payment for sales, issuing receipts and balancing cash.
- Types technical and non-technical material such as correspondence, personnel records, equipment and supply records.
- Sets up and maintains filing systems for materiel such as correspondence, personnel records, equipment and supply records
- Maintains records such as supply and equipment inventories and departmental operating statistics
- Perform other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12 and two year's recent related experience or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Keyboard 45 wpm
- Knowledge of medical terminology
- Communicate effectively, both verbally and in writing
- Deal with others effectively
- Physically carry out the duties of the position
- Ability to supervise
- Organize work
- Operate related equipment