



UNION JOB DESCRIPTION

JD1226

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

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. 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.
 - Completing typing assignments.

- Performs timekeeping and related duties according to established guidelines, including completing and maintaining timekeeping records for the approval of the manager/supervisor.
- 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