



UNION JOB DESCRIPTION

JD1471

JOB TITLE:	Admitting & Health Records Clerk	JOB DESCRIPTION NO.:	F.NI.10603W.001
CLASSIFICATION:	Medical Transcriptionist ; Switchboard Operator ; Clerk IV, Admitting (Out-Patient Booking) ; Secretary; Clerk III Cashier	GRID/PAY LEVEL:	F 18
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10603; 10404; 10002; 10306; 10202
UNION:	HEU	JOB/CLASS CODE:	10603W
PROGRAM/DEPARTMENT:	Rural Medicine	BENCHMARKS (If Applicable):	10603; 10404; 10002; 10306; 10202
REPORTING TO:	Coordinator		
FACILITY/SITE:	Port Hardy Hospital (PH); Port McNeill Hospital (PM); Cormorant Island Health Care Centre (AB)		

JOB SUMMARY:

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

Within a multi-site operation, the Admitting & Health Records Clerk performs admitting, switchboard, transcription, records processing, cashier and reception duties as well as a variety of clerical duties.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Interviews patients to determine funding eligibility for services. Admits patients by completing and processing required documentation.
2. Operates a central switchboard, paging and telephone system and related equipment, including performing various reception duties such as answering the telephone and routine inquiries from the general public.
3. Retrieves, files and assembles charts and reports in a prescribed order and in accordance with established procedures.
4. Follows established procedures to perform admission and discharge clerical functions, such as opening patients' charts, updating file folders for patient records, and checking for previous admission.
5. Arranges and confirms appointments, including scheduling and booking outpatient appointments, adjusting arrangements and making follow-up appointments as required, in accordance with established procedures.
6. Ensures accuracy of data collected by contacting physicians and/or other health care professionals for clarification.
7. Transcribes medical dictation such as histories, diagnostic results, discharge summary reports and consultations.
8. Obtains patient signatures as required. Provides patients with routine information in accordance with established procedures, referring more complex inquiries to appropriate professional.
9. Receives patients' valuables for safekeeping and returns valuables in accordance with established policies and procedures.

10. Responds to fire alarm, disaster, security or other emergencies in accordance with established procedures.
11. Performs a variety of general clerical duties, as required, such as:
 - Opening, sorting and distributing mail, both internal and external;
 - Typing and distributing technical and non-technical correspondence, documents and reports from written drafts, revisions or dictating machines;
 - Creating, completing and utilizing various forms, spread sheets and documents;
 - setting up and maintaining files and filing systems, including correspondence, data and statistics, and equipment and supply records;
 - arranging shipment of various items, such as returning failed equipment;
 - maintaining office supplies.
 - Acts as cashier by receiving payments and issuing receipts for non-insured health care services, patient bills and a variety of sundry accounts, as required. Balances cash drawer in accordance with established procedures and as required.
 - Ensures a safe and healthy working environment by removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
 - Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12, graduation from an approved program in medical transcription and one year's recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Keyboard at 60 wpm
- Operate related equipment
- Communicate effectively, both verbally and in writing
- Deal with others effectively
- Organize work
- Knowledge of medical terminology
- Physically carry out the duties of the position