



## UNION JOB DESCRIPTION

**JD2755**

<b>JOB TITLE:</b>	Booking, Scheduling Clerk- Surgical Services	<b>JOB DESCRIPTION NO.:</b>	40498
<b>CLASSIFICATION:</b>	Clerk IV (A), Admitting (Outpatient Booking)	<b>GRID/PAY LEVEL:</b>	F 17
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10015
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40498
<b>PROGRAM/DEPARTMENT:</b>	Surgical Services, Strategic Implementation; Child Youth, Family; Clinical Operations, RJH	<b>BENCHMARKS (If Applicable):</b>	10015
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	Royal Jubilee Hospital; VGH-Eagle Creek Village		

### JOB SUMMARY:

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

Reporting to the Manager or designate, receives and processes booking requests for diagnostic and medical treatment procedures. Determines appointment priority and schedules patients using appropriate electronic scheduling application. Works closely with Physician / Surgeon Offices, nursing units and partner departments to identify and address any scheduling conflicts. Ensures all required documentation is provided and prepares patient charts in accordance with established procedures and guidelines.

Schedules appointments and booking times, determining priority by reviewing and evaluating patient information such as patient history, test results and pertinent reports, in consultation with other modalities and departments.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Receives booking requests and packages for diagnostic and medical treatment procedures (as per modality) from Physicians and Surgeon offices and nursing units. Ensures all booking requests and packages are legible, accurate and complete. Schedules appropriate appointment into Cerner Scheduling Application System according to established priority and guidelines including identifying and addressing any potential conflicts with other planned examinations and /or other shared resources.
2. Registers and schedules patient appointments, in accordance with established booking model procedures, using either automated or manual scheduling model. Obtaining information from physicians, their offices, or from the patient, as appropriate. Determines appointment priority by reviewing and evaluating patient history, test results and pertinent reports and ensures there is no conflict with other scheduled or planned examinations and all required resources are available. Re-schedules and cancels appointments per established departmental procedures.
3. Obtains information for the admission of patients and performs a variety of reception, data entry, filing, and clerical duties using a personal computer, electronic scheduling and registration software, and related word processing, database, and spreadsheet software tools, as required.
4. Identifies when booking requests cannot be accommodated within the model or within the resources available and works with the Coordinator and other departments to find alternatives.

5. Confirms Positive Patient Identification, ensuring data integrity by entering relevant details into Patient registration and scheduling system(s), Initiates and completes requisition by accurately entering relevant patient information including demographics, nursing unit, and patient care level. Gathers and records admission or pre-admission information into electronic health records and prepares chart package as required.
6. Notifies the physician's offices and the patient, as appropriate, of the appointment schedule by confirming date, time, and location of examination and relaying information, messages, and documents to others as required.
7. Checks for previous Electronic Health Records and/or information as required.
8. Performs a variety of clerical and office support functions such as answering the telephone, taking and relaying messages, typing memos reports, and manuals using word processing, presentation, database, and spreadsheet software tools, filing documents and forms in files, maintaining office supplies, and photocopying as required.
9. Prioritizes simultaneous demands, to meet departmental and clinic needs.
10. Performs other related duties as required

**QUALIFICATIONS:**

**Education, Training And Experience**

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

**Skills And Abilities**

- Knowledge of medical terminology.
- Ability to keyboard at 45 wpm
- Ability to communicate effectively, both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.