



UNION JOB DESCRIPTION

JD3459

JOB TITLE:	OP Booking Clerk	JOB DESCRIPTION NO.:	40523
CLASSIFICATION:	Clerk IV (A), Admitting (Out-Patient Booking) ; Clerk IV (Statistics); Secretary; Clerk, General	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10015; 10208; 10307; 10308
UNION:	HEU	JOB/CLASS CODE:	40523
PROGRAM/DEPARTMENT:	Therapy Services	BENCHMARKS (If Applicable):	10015; 10208; 10307; 10308
REPORTING TO:	Therapy Services Coordinator - Acute Care		
FACILITY/SITE:	Victoria General Hospital; Royal Jubilee Hospital; Cowichan District Hospital (Quw'utsun Valley Hospital)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) 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 Therapy Services Coordinator-Acute Care, develops and maintains computerized database systems for a variety of areas within the Program, utilizing data base, spreadsheet software, and query tools. Types a variety of technical and non-technical items such as correspondence, manuals, memos, and reports using word processing and presentation software. Determines out-patient appointment priority & books appointments. Performs reception and clerical support duties such as answering the phone, scheduling appointments, maintain files, and timekeeping functions.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Verifies, enters data, updates and generates reports for various Health Restoration Programs. Utilizes database, spreadsheet software, and query tools in such a way to ensure control and accuracy.
2. Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.
3. Compiles, prepares and maintains a variety of program statistics and reports utilizing computerized databases and Rehab Information System. Formats, sets up and enters medical and other statistical data into databases and generates regular and ad hoc reports according to established procedures.
4. Types technical and non-technical materials such as correspondence, manuals, memos, assessments, diagnoses and reports using a PC and related word processing and presentation software.
5. Performs a variety of timekeeping functions such as maintaining timekeeping records for staff, submitting related records to Payroll, checking time audit reports and sending corrections to Pay Office.
6. Performs a variety of related clerical functions such as setting up and maintain file systems, patient files, office files, and manuals; photocopying, sending and receiving facsimile correspondence; receiving and sorting incoming and outgoing mail; preparing purchase and stores requisitions.
7. Performs reception duties such as greeting and directing patients, scheduling appointments, receiving and relaying messages by telephone and e-mail.

8. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

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

Skills And Abilities

- Ability to keyboard at 55 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to operate related equipment.
- Ability to organize work.
- Physical ability to carry out the duties of the position.