UNION JOB DESCRIPTION

JD3917

JOB TITLE:	Booking, Scheduling and Admitting Clerk Orthopaedic Clinic	**JOB DESCRIPTION NO.:**	F.CI.10015.005
CLASSIFICATION:	Clerk IV (A), Admitting (Outpatient Booking)	**GRID/PAY LEVEL:**	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	**HSCIS NO.:**	10015
UNION:	HEU	**JOB/CLASS CODE:**	10015
PROGRAM/DEPARTMENT:	Ambulatory	**BENCHMARKS (If Applicable):**	10015
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA: CI (NRGH); VIHA: NI (NIH-CRG, CVH)		

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 Manager or designate, schedules patients for diagnostic and treatment procedures using either an automated or manual scheduling system, according to established procedures. 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.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Registers appointment times for patients, in accordance with established booking model procedures, using either the automated or manual scheduling model, by obtaining information from physicians, their offices, or from the patient, as appropriate. Checks for patient history and ensures there is no conflict with other scheduled or planned examinations and all required resources are available. Determines appointment priority by reviewing and evaluating patient information such as patient history, test results and pertinent reports.

2. Completes data entry of the patient information and appointment information. Initiates and completes requisitions by entering patient information such as name, nursing unit, and patient care level.

3. 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.

4. Gathers admission or pre-admission information from patients, as required, and enters data into patient registry.

5. Checks for previous patient files as required.

6. 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.

7. 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.

8. 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

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