



UNION JOB DESCRIPTION

JD4611

JOB TITLE:	Registration Clerk	JOB DESCRIPTION NO.:	4611
CLASSIFICATION:	Clerk IV, Admitting (Out-Patient Booking); Clerk III, Admitting	GRID/PAY LEVEL:	F 16
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10002; 10001
UNION:	HEU	JOB/CLASS CODE:	40677
PROGRAM/DEPARTMENT:	Health Information Management - Registration	BENCHMARKS (If Applicable):	10002; 10001
REPORTING TO:	Coordinator or designate		
FACILITY/SITE:	Victoria General Hospital; Royal Jubilee Hospital; Nanaimo Regional General Hospital; North Island Hospital (Comox Valley Campus; Campbell River and District)		

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 Coordinator or designate, the Registration Clerk performs a variety of duties related to the registration and scheduling, including in person, remote, and virtual clients, according to established procedures. Provides positive and culturally safe client experience, while utilizing specialized software applications and office equipment.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Registering clients for Island Health services by completing and processing all required forms and entering the information in the Electronic Health Record following applicable Island Health policies, procedures and Ministry of Health Standards.
2. Utilizes the Electronic Master Patient Index (EMPI), Virtual technologies and other integrated applications to perform clerical duties pertaining to the admission, placement, transfer, discharge, and scheduling.
3. Supports the provision of scheduled services through appointment scheduling, check in and modification.
4. Supports and promotes a positive experience for clients and families through phone, virtual and in person interactions as required.
5. Communicates effectively and ensures excellent client experience.
6. Maintains client confidentiality and privacy in accordance with established organizational and departmental policies.
7. Communicates effectively with Island Health departments, employees, patients, visitors, medical providers and offices, in accordance with established Organizational and Departmental policies and procedures. Demonstrates strict attention to detail to ensure accurate Client Identity Management and Registration data quality standards are maintained.
8. Stays up to date on Island Health, Ministry of Health and EMPI registration policies and procedures, ensuring alignment and compliance.

9. Receives and deposits patients' valuables for safekeeping; keeps records related thereto, and returns valuables in accordance with Island Health and site specific policies, as applicable.
10. Performs clerical duties to support registration such as collection of fees, chart preparation and maintenance.
11. 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.
- Ability to operate related office equipment.
- Physical ability to carry out the duties of the position.
- Ability to organize work.