



UNION JOB DESCRIPTION

JD5087

JOB TITLE:	Booking Clerk - Operating Room - Patient Registration	JOB DESCRIPTION NO.:	5087
CLASSIFICATION:	Clerk V, Admitting (O.R. Booking)	GRID/PAY LEVEL:	F 21
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10008
UNION:	HEU	JOB/CLASS CODE:	40711
PROGRAM/DEPARTMENT:	Surgical Services	BENCHMARKS (If Applicable):	10008
REPORTING TO:	Manager or designate		
FACILITY/SITE:	South Island Surgical Centre (SISC); Centre Island Surgical Centre (CISC)		

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.

Reports to the Manager, and under the direction of the Coordinator, Booking Services, schedules patients for surgery according to the established OR booking model and procedures which includes knowledge of surgeons by specialty, procedures they are credentialed to perform, consideration of surgical specialty, patient risk factors relevant to the scheduled procedure, and equipment and resource availability in the different OR areas and other departments. Uses a personal computer, electronic scheduling and registration software, and related word processing, database, and spreadsheet software tools, as required.

Follows Island Health access and waitlist management policies as directed.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Receives requests from surgeons' offices and screens information for completeness in accordance to the Medical Staff Rules and departmental requirements. Returns incomplete requests to the surgeon's office advising information required in order to process.
2. Waitlists patients in the OR scheduling system by using the appropriate procedure code, the designated priority, and other required information. Books into the future, according to departmental policy. Refers questions or concerns to Manager.
3. Schedules patients based on the priority as identified by the surgeon and according to the availability of resources such as the surgeon, equipment, OR time, beds and stretchers, availability of other departments such as medical imaging, and patient specific risk factors. Notifies relevant areas of any specific needs such as equipment to be ordered for the procedure and specific post-operative care requirements.
4. Completes data entry for patient demographics and appointment information according to department requirements by using electronic scheduling and registration systems and word processing, database, and spreadsheet software tools as required.
5. Prepares daily OR slate according to departmental procedures and timing requirements for preliminary and final slates.
6. Processes changes to the booked OR date and notifies the respective areas, departments, and surgeons' offices of changes and adjustments.

7. Advise the surgeons' offices if they are requesting more cases to be done than fit the model and resources so as to not overbook the scheduling system. Advises the surgeons' offices of other options such as use of time given back, trading with other divisional members, utilizing other dates, rescheduling of patients already booked but of a less urgent priority, re-prioritizing other patients, transferring care to another surgeon and provides information to help surgeons' offices assess alternatives.

8. Receives all chart packages for cancelled surgery and follows-up with the surgeon's offices to determine disposition of the patient's case.

9. Advises the Coordinator when surgeons' offices are proposing significant changes such as a reduction in capacity, a new procedure, are not booking according to policies such as bookings not received within the required time, or when elective bookings received too soon to OR date. Follow Island Health policies relating to waitlist management and data quality.

10. Applies critical thinking and uses current knowledge of procedure protocols and computerized systems to schedule and assign the daily procedural bookings.

11. Communicates and collaborates with surgical stakeholders to maintain related waitlist management policies.

12. Generates a variety of reports relating to operating room bookings and surgical waitlists following established processes, such as utilization reports for surgeons and waitlist data from the Ministry of Health. Distributes the surgical waitlist to applicable surgeons for review. Maintains ongoing updates of the surgical waitlist when returned from the surgeon's office by rescheduling or cancelling cases as indicated on the returned waitlist and forwarding an updated waitlist to surgeon's office and other areas as required.

13. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

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

Skills And Abilities

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