

POSITION DESCRIPTION

Position Title:	Clerk, Record and Information Services
Business Unit/Department:	Record and Information Services
Division:	Health Information and Performance
Award/Agreement:	Health & Allied, Managers and Administration Officers
Classification:	HS1
Reports To:	Deputy Manager, Record Services
Direct Reports:	Nil
Date Prepared/Updated:	17 th December 2024

Position Purpose

This role is responsible for assisting with the storage, protection, scanning and provision of medical record documentation required to support patient care at Western Health, ensuring patient information is available in a timely and accurate manner. In addition, this role will provide administrative support to projects being undertaken by the Health Information and Performance team that contribute to success and management of overall organisational priorities.

The role will require travel to all WH campuses including Footscray, Sunshine, Williamstown, Bacchus Marsh Hospitals and Melton Health Hub.

Business Unit Overview

Records and Information Services sits within the Health Information and Performance Division and are the custodians of patient medical records at Western Health (WH). We are responsible for the management of patient clinical documents and forms within the Digital Medical Record (DMR). We also offer Transcription Services and manage all aspect of Corporate Records for WH. Our Release of Information Services supports timely and accurate communication between WH and our healthcare providers, while our Freedom of Information Services enables patients to access information under appropriate legislation.

The Health Information and Performance Division sits within the Strategy, Partnerships and Corporate Governance Directorate and is primarily responsible for the management, governance and utilisation of the organisations data and information assets. The Division has close ties to the Digital Health and Digital Technology Services. It ensures that information, analysis and insights required to support the organisation in delivering Best Care to patients are provided efficiently and effectively using contemporary tools and processes. It also ensures that operational processes for managing corporate and medical records, clinical coding, data governance and activity-based funding are optimised. In addition, the Division is responsible for ensuring that health service data reported to the Department of Health complies with all applicable requirements and business rules.

The Division has 104 FTE and an operating budget of \$14M. It has staff located at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, Melton Health and Community Services and the Mid-West Area Mental Health Service. The departments within Division that are independently managed are;

- Performance Reporting and Analytics

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- Business Intelligence
- Clinical Coding Services
- Records and Information Services
- Data Governance and Compliance
- Mental Health - Health Information Services

Key Responsibilities

- Prepare, scan and upload medical record documents into the WH Digital Medical Record (BOSSnet DMR) or other applications as per internal guidelines.
- Maintain adequate scanning accuracy and ensure medical record documentation is assigned to the correct patient DMR.
- As required process requests for Release of Information (ROI) to ensure other hospitals and healthcare professionals receive requested patient information in a timely manner for continuity of patient care.
- Where required utilise the appropriate WH clinical systems (e.g DMR, EMR, SMD) to locate, prepare and distribution required documentation for continuation of patient care and prompting effective communication between our community partners.
- As required provide administrative support to Health Information and Performance projects and teams including, but not limited to, assisting with data entry into relevant system and data assurance activities.
- Archive scanned documents according to department guidelines.
- Participate in the record services quality review program, including but not limited to undertaking scanning quality audits.
- Complete handover between shifts is thorough and informative to facilitate continuity in workflow.
- Retrieve paper medical records upon request.
- Answer general department enquiries either via the telephone, email or customers presenting in person.
- Be available to cover other shifts at any campus as necessary.
- Actively seek performance feedback and identify personal development needs, including seeking scanning assistance from colleagues to ensure adequate and accurate scanning performance is maintained.
- Complete mandatory training by the due date.
- Exchange and share information with colleagues and participate in team meetings/discussions to enhance knowledge and skills.
- Actively contribute and participate in a working environment that values teamwork.
- Other duties as directed by Senior Clerical Lead, Deputy Manager or Manager, Record Services.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager, Record Services
- Deputy Manager, Record Services
- Senior Clerical Lead
- Clerical Leads
- Director, Health Information and Performance
- Record Services Clerks
- Transcription Service Staff
- DMR Development and Clinical Coding Team
- Outpatient Management and Staff
- Other Western Health areas and departments

External:

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- General Practitioners / Referring Doctors / Other External Healthcare Providers
- Western Health Patients and Visitors
- Off Site Storage Company (Zirco Data)
- Scanning and Microfilm Machine Company (Kodak)

Selection Criteria

Essential

- Previous clerical or administrative experience within an office environment (previous medical record services experience in a similar role will be considered favourably)
- Proven ability to manage own workload and deliver results
- Demonstrated experience to meet (or exceed) expectations, taking responsibility for accurate and timely throughput results.
- Demonstrated accurate computer and data entry skills
- Proven skills in attention to detail
- Demonstrated ability, or ability to rapidly learn hospital computer systems and have a good working knowledge of the Microsoft Office suite.
- Demonstrated understanding of the importance of privacy and confidentiality.
- Effective time management and communication skills.
- Demonstrated experience to work effectively in a team and proven ability to be flexible and adaptable in an office environment.

Desirable

- Knowledge of medical terminology, a certificate in medical terminology may be an advantage
- Previous experience working with hospital systems

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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