

## POSITION DESCRIPTION

<b>Position Title:</b>	Emergency Department Clerk
<b>Business Unit/Department:</b>	Health Support Services
<b>Division:</b>	Operations
<b>Award/Agreement:</b>	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021-2025
<b>Classification:</b>	HS1
<b>Reports To:</b>	Health Support Services- Emergency Department Clerical Coordinator
<b>Direct Reports:</b>	Nil
<b>Date Prepared/Updated:</b>	29 August 2023

<b>Position Purpose</b>
<p>The Emergency Department Clerk is responsible for delivering a professional and caring customer focussed service often as the first point of contact for patients, families and visitors. The Emergency Department Clerk ensures that all patient information for clinical and billing purposes is accurately captured, is current and entered into the information systems in a timely manner.</p> <p>The Emergency Department Clerk performs clerical duties in all areas of the Emergency Department that require support and responsibilities include managing reception, clerical and data entry duties relating to the patient journey through the department, communicating with all relevant areas, paging staff, facilitating bed allocations and the maintenance of patient medical records. Emergency Department Clerks may be required to work across campuses and availability to work a variety of shift times including nights and weekends.</p>
<b>Business Unit Overview</b>
<p>Health Support Services assists the continuum of care of patients (as well as their carer's and visitors) by providing high quality non clinical support services to Western Health which includes cleaning, internal and external patient and equipment transfers, food services, ward &amp; emergency department clerical support, engineering, security, linen and waste management.</p>
<b>Key Responsibilities</b>
<p><b>CUSTOMER SERVICE</b> Provide a high level of service provision</p>

### Our Vision

Together, Caring for the West  
*Patients – Employees – Community – Environment*

- Ensure a professional, courteous, considerate manner when communicating with all staff, patients, carers, families and visitors in the Emergency Department.
- Ensure patient confidentiality at all times.
- Perform duties in accordance with Western Health Policies and Procedures.
- Undertake all clerical duties throughout department as designated by the clerical Coordinator or person in charge.

### **COLLECTION OF ACCURATE PATIENT DATA**

#### **Be responsible for ensuring accurate collection and data entry of current patient information:**

- Ensure all patients who present to the Emergency Department are asked for current information at every presentation and register accurate details into information systems (Cerner EMR and IPM).
- Work with other ED clerical staff to ensure that each patient has their accurate information registered on both EMR and IPM systems.
- Ensure admissions are processed accurately in a timely manner
- Ensure data quality between all systems, including iPM & EMR is accurate
- Entered patient data should be checked throughout the patient journey for accuracy and corrected if required
- Ensure paperwork associated to the patient's episode of care is completed accurately and thoroughly including patient signatures as required

#### **Provide accurate data as required under the Victorian Emergency Departments Minimum Dataset:**

- Assist in maintaining the integrity of all data including requirements for the VEMD as determined by the Department of Health.

#### **Manage patient files during the patient's Emergency Department episode of care:**

- When hard copy medical records are required ensure they are requested from Health Information immediately and follow up to ensure they are available for medical and nursing staff.
- Collate patient paperwork created during the patient's stay in the ED. Check paperwork is completed, ensure EMR information is accurately recorded in accordance with VEMD requirements and paperwork is forwarded to Health Information.
- Source information from other hospitals or institutions where requested by medical or nursing staff.

#### **KPIs**

- 85% of admissions will have correct information entered and are complete, particularly with regard to next of kin, local doctor information, as determined through a bi monthly audit of admission records
- 95% of patient episodes will have correctly entered compensable status

### **COMMUNICATION**

#### **Ensure clear communication pathways within the Emergency Department:**

- Answer all incoming phone calls in a professional, courteous manner using name of department and own name and direct calls to appropriate area or person.
- Page required staff at request of ED medical or nursing staff and follow up page where no response is received.
- Identify potential interpreter requirements and book interpreters to ensure patients have access to this service:
- Facilitate bed allocation for patient awaiting transfer to another hospital within the health service:
- Liaise with the Access Manager/AHA and Nurse In Charge/Duty Physician in the Emergency Department to ensure bed is allocated as soon as they become available.
- Ensure allocated ward bed is accurately entered into the Bed Request area on EMR.
- Book transport for patient transfer

#### **KPI**

- ED Length of Stay

#### **Ensure Outpatient appointments are made when required:**

### **Our Vision**

Together, Caring for the West  
*Patients – Employees – Community – Environment*

- Make Outpatient appointment using IPM system, print appointment letter, and give explanation to the patient or carer.

**Co-ordinate patient transfer to another facility or to patient's residence:**

- Book transport via online booking service for patient as requested.
- Work collaboratively with nursing staff to ensure all documentation required to accompany the patient is collated, photocopied and placed in patient envelope for transfer.

**KPI**

- Time from patient ready to ambulance booking time

**TEAM WORK**

**Foster a high standard of service delivery by maintaining collaborative relationships:**

- Be a resource person for staff both within the Emergency Department and other areas as required.
- Share and willingly provide information with ED team members.
- Display respect for management and other team members and all other staff
- Communication with others in person, via telephone and electronic services is respectful and courteous.
- Be willing to help other team members in the workplace.
- Undertake clerical duties in all areas and campuses Western Health Emergency Departments as required.
- Undertake training of new and existing employees as required.

**CONTINUOUS IMPROVEMENT AND PERSONAL DEVELOPMENT**

**Utilize best practice principles to ensure continuous improvement:**

- Participate in departmental or organizational quality activities as required
- Cooperate in providing any data required for the department quality activities
- Participate in training and educational forums as organized to enhance knowledge and skills.
- Attend department meetings.

**Commit to your own personal development:**

- Participate in annual Performance Development Planning and identify learning needs.
- Participate in continuing education to maintain knowledge and skills

**KPI**

- Evidence of annual Performance Development plan

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:**

- Clerical Coordinator
- Manager- Clerical Workforce
- Operations Manager – Clerical Workforce
- Allocators
- Nurse Unit Manager
- Emergency Medicine Operations Manager
- Nursing, medical, clerical and ancillary staff
- After Hours Administrator
- Health Information Services
- Security Services

**External:**

- Patients, carers, families
- Visitors

**Our Vision**

Together, Caring for the West  
*Patients – Employees – Community – Environment*

- Ambulance Victoria / Patient Transport Providers
- Victorian Police
- Other Health Organizations

### Selection Criteria

#### Essential:

- Highly developed customer service skills
- Effective communication and inter-personal skills
- Demonstrated ability to multi-task and prioritise duties
- Excellent computer & keyboard skills
- Availability 24/7
- Availability to work across campuses
- Ability to adapt and flexible to change
- Demonstrated ability to work effectively as part of a team
- Concise written and verbal communication skills
- Demonstrated ability to prioritise and manage under pressure

#### Desirable:

- Demonstrated knowledge of medical terminology
- Knowledge of IPM, EMR and BOSSnet software systems
- Previous experience in a similar role

### 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
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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

### Our Vision

Together, Caring for the West  
*Patients – Employees – Community – Environment*

- 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.](#)

### **Our Vision**

Together, Caring for the West  
***Patients – Employees – Community – Environment***