

Position Description: Clinical Records Clerk

Business area: Clinical Records
 FTE: As per Conditions of Employment
 Reports to: Clinical Records Supervisor

OUR VISION

To be an innovative centre of excellence,
 where people choose to receive health care and people love to work.

OUR GUIDING VALUES



Position objective:

To provide accurate filing, retrieval, compilation, scanning and indexing of clinical records in a timely manner. To communicate with staff, patients, clinicians and all others in a professional manner and ensure strict privacy protocols are followed in doing so.

Functional relationships:

| Internal: | External: |
|--|--|
| <ul style="list-style-type: none"> • Clinical Records colleagues • Clinical Coding colleagues • Reception colleagues • Front of House Services Manager • All St George's colleagues | <ul style="list-style-type: none"> • Patients/consumers • Clinicians • Other Health Care facilities • Insurance companies • ACC |



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Key areas of accountability:

| Area of accountability | Expected results |
|--|--|
| Provision of health information | <ul style="list-style-type: none"> • Respond to requests for information from both internal & external sources either by phone or email • Adhere to confidentiality and privacy of information in line with the Privacy Act • Timely retrieval & supply of records for approved research, audit and review purposes both internal & external |
| Provision of clinical records | <ul style="list-style-type: none"> • Retrieval of physical clinical records for patient admissions • All clinical records movements in & out of the department are electronically tracked via the Patient Management System (PMS) • Preparation for record scanning is completed and that all content has the appropriate patient labeling • Where an allergy or adverse reaction has been documented that the record is labeled correctly & an entry has been made on the PMS |
| To ensure the provision of separation & distribution of record post discharge | <ul style="list-style-type: none"> • All clinical records via external contracts are retrieved immediately post discharge, copied and forwarded to the relevant contracts office • Post discharge following compilation records are separated to ensure Ministry of Health funded cases are flagged for priority coding • Records are filed accurately by terminal digit by month awaiting coding |
| To ensure the provision of scanning and indexing of post discharge records | <ul style="list-style-type: none"> • Daily scanning of integrated records ensuring capture of total content and readability – software Sharepoint • Daily indexing of previously scanned records – comparative check between physical file content and electronic file content • Adding accurate metadata against each electronic record to ensure traceability |
| Interpersonal relationships/leadership and teamwork | <ul style="list-style-type: none"> • Models St George's values • To communicate effectively with patients, colleagues, other health professionals and the public. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. |
| Quality improvement | <ul style="list-style-type: none"> • Participates actively in quality improvement activities by planning, implementing and evaluating improvements. • Initiates, participates in design and evaluates audits and applies outcomes to improve service provision. • Participates actively in Ministry of Health Certification process. • Documents, reports and participates in incident management accurately in accordance with hospital policy. • Participates actively in the development/review of policies and procedures |
| Professional development | <ul style="list-style-type: none"> • To maintain a high level of professional and personal competence • Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these. |



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| Area of accountability | Expected results |
|---|---|
| | <ul style="list-style-type: none"> Fosters an environment conducive to learning, enquiry and research. |
| Commitment to Te Tiriti o Waitangi | <ul style="list-style-type: none"> Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health Collaborates with colleagues regarding the integration of Te Tiriti principles in practice Displays a willingness to work positively with organisational strategies to improve outcomes for Māori |
| Cultural safety | <ul style="list-style-type: none"> Respects and promotes diversity of cultural amongst colleagues and consumers, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs. |
| Health & Safety | <ul style="list-style-type: none"> Complies with and supports all health and safety policies, guidelines, and initiatives Ensures all incidents, injuries and near misses are reported Participates in Health and Safety training as required by St George's. |
| Organisational effectiveness | <ul style="list-style-type: none"> Contributes to the cost effectiveness and changing needs of the hospital business |
| Other duties | <ul style="list-style-type: none"> Performs other duties relating to the scope of the role when requested |

Qualifications, Experience and Personal Qualities

| | Essential | Desirable |
|-----------------------------------|---|-----------|
| Qualifications | <ul style="list-style-type: none"> Level 2 NCEA or equivalent Experience using software applications | |
| Experience & Knowledge | <ul style="list-style-type: none"> Privacy Act Health Records Standard | |
| Personal Attributes | <ul style="list-style-type: none"> An inclusive and approachable working style Co-operative and supportive team player Excellent attention to detail | |

Agreed by:

Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
Hospital Manager