

## *Position Description: Clinical Records Clerk*

Business area: Clinical Records

FTE: 16 hrs per week

As per Conditions of Employment

Reports to: Clinical Records Supervisor

### *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:*

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Clinical Records staff</li> <li>• Clinical Coders</li> <li>• Clinical Information Manager</li> <li>• Hospital Manager</li> <li>• Clinical staff</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Patients</li> <li>• Clinicians</li> <li>• Other Health Care facilities</li> <li>• Insurance companies</li> <li>• ACC</li> <li>• Police/government agencies/law firms &amp; other external agencies</li> </ul>



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### *Key Areas of Accountability:*

Area of Accountability	Expected Results
<p><b>To ensure the provision of Health Information</b></p>	<ul style="list-style-type: none"> <li>• Respond to requests for information from both internal &amp; external sources either by phone, fax or email</li> <li>• The Privacy Act and governance around health information is strictly adhered to</li> <li>• Confidentiality &amp; privacy at all times</li> <li>• Timely retrieval &amp; supply of records for approved research, audit and review purposes both internal &amp; external</li> </ul>
<p><b>To ensure the provision of Clinical Records</b></p>	<ul style="list-style-type: none"> <li>• Retrieval of physical clinical records for patient admissions</li> <li>• All clinical records movements in &amp; out of the department are electronically tracked via the Patient Management System</li> <li>• Preparation for record scanning is completed and that all content has the appropriate patient labeling</li> <li>• Where an allergy or adverse reaction has been documented that the record is labeled correctly &amp; an entry has been made on the PMS</li> </ul>
<p><b>To ensure the provision of Separation &amp; distribution of record post discharge</b></p>	<ul style="list-style-type: none"> <li>• CDHB contract notes are retrieved immediately post discharge, copied and forwarded to the relevant contracts office at CDHB</li> <li>• Post discharge following compilation records are separated to ensure MOH funded cases are flagged for priority coding</li> <li>• Records are filed accurately by terminal digit by month awaiting coding</li> </ul>
<p><b>To ensure the provision of Scanning and indexing of post discharge records</b></p>	<ul style="list-style-type: none"> <li>• Daily scanning of integrated records ensuring capture of total content and readability – software DV Scan</li> <li>• Daily indexing of previously scanned records – comparative check between physical file content and electronic file content</li> <li>• Adding accurate metadata against each electronic record to ensure traceability</li> </ul>
<p><b>Interpersonal Relationships/Leadership and Teamwork</b></p> <p>To ensure effective teamwork and the achievement of St George's vision and strategic plan</p> <p>To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's values.</li> </ul>
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Participates actively in the maintenance of the ACC Workplace Safety Management standard.</li> <li>• Documents and reports accidents and incidents accurately in accordance with St George's policies.</li> <li>• Actively participates in quality assurance programs and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> </ul>



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	<ul style="list-style-type: none"> <li>Supports continuous quality improvement.</li> </ul>
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>To maintain a high level of professional and personal competence</li> </ul>	<ul style="list-style-type: none"> <li>Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these.</li> <li>Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<p><b>Organisational Culture</b></p> <p>To support a strong and positive image of St George's within the community and with key internal and external stakeholders</p>	<ul style="list-style-type: none"> <li>Fosters co-operation across the organisation.</li> <li>Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</li> <li>Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> <li>Adheres to St George's policies and procedures.</li> <li>Assists in facilitating positive inter-departmental relationships</li> </ul>
<p><b>Cultural understanding of the Treaty of Waitangi</b></p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> <li>Understands and has knowledge of the Treaty of Waitangi and its implications.</li> <li>Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi.</li> <li>Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori.</li> <li>Respects diversity of cultural and religious beliefs amongst staff and patients.</li> </ul>
<p><b>Health &amp; Safety</b></p> <p>To ensure a safe working environment</p>	<ul style="list-style-type: none"> <li>Ensures accidents and untoward incidents occurring in the department are reported.</li> <li>Takes reasonable care for personal health and safety.</li> <li>Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons.</li> <li>Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments</li> <li>Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>Recognises safety hazards and initiates appropriate corrective actions.</li> <li>Attends fire and evacuation lectures and participates in drills as required.</li> <li>Participates in Health and Safety training as mandated by St George's from time to time.</li> </ul>
<p><b>Organisational effectiveness</b></p> <p>Contributes to the cost effectiveness and changing needs of the hospital business</p>	<ul style="list-style-type: none"> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> </ul>
<p><b>Other Duties</b></p> <p>To undertake other duties as requested by the Clinical Information Manager from time to time</p>	<ul style="list-style-type: none"> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> <li>May include extra shifts to cover sickness &amp; annual leave</li> </ul>



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### *Qualifications, Experience and Personal Qualities*

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Level 2 NCEA or equivalent</li><li>• Experience using software applications ( in particular web based)</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"><li>• Privacy Act</li><li>• Health Records Standard</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Affable personality, able to be part of a team, attention to detail</li></ul>	

*Agreed by:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Employee)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
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