

Position Description: Clinical Records Clerk

Business area: Clinical Records

FTE: 18-20 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:

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



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Key Areas of Accountability:

| Area of Accountability | Expected Results |
|--|---|
| <p>To ensure the provision of Health Information</p> | <ul style="list-style-type: none"> • Respond to requests for information from both internal & external sources either by phone, fax or email • The Privacy Act and governance around health information is strictly adhered to • Confidentiality & privacy at all times • Timely retrieval & supply of records for approved research, audit and review purposes both internal & external |
| <p>To ensure the provision of Clinical Records</p> | <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 • 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 |
| <p>To ensure the provision of Separation & distribution of record post discharge</p> | <ul style="list-style-type: none"> • CDHB contract notes are retrieved immediately post discharge, copied and forwarded to the relevant contracts office at CDHB • Post discharge following compilation records are separated to ensure MOH funded cases are flagged for priority coding • Records are filed accurately by terminal digit by month awaiting coding |
| <p>To ensure the provision of Scanning and indexing of post discharge records</p> | <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 |
| <p>Interpersonal Relationships/Leadership and Teamwork</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"> • 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. • Models St George's values. |
| <p>Quality Improvement</p> | <ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in the maintenance of the ACC Workplace Safety Management standard. • Documents and reports accidents and incidents accurately in accordance with St George's policies. • Actively participates in quality assurance programs and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. |



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



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Qualifications, Experience and Personal Qualities

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

Agreed by:

Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
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