

Position Description

Position details					
Position Title	Emergency Bridge Clerk		Department	Emergency	
Position No			LHD		
Award Classification	Administration Officer, Level 2		Location		
Reports To		Hours	38	Duration	
Reports directly to			Date Evaluated		
Other Roles Reporting to Position's Manager:					

About the NSW Ministry of Health

With almost a third of the state's budget allocated to the health portfolio, NSW Health is one of its largest human services agencies. For more information go to www.health.nsw.gov.au

Although the Ministry is just one component of the wider NSW Health system it plays a key role in:

- shaping overall policy development, funding strategies and system-wide planning of health services
- partnering with Local Health Districts, NSW communities and organisations to promote health, prevent injury and disease, and drive improvements such as the 'patient journey experience'.

About the (Your Health Service)

Suggest one paragraph

Role and purpose of the (Your Health Service)

Can expand more here, maybe include the key strategic directions of your health service.

Your specific department

A few paragraphs about your department, aims, goals, etc

Position context

Primary Purpose of this Position

The primary objectives of the position are to:

- Answer telephone enquiries for the bridge area of the Emergency Department.
- Provide a communication link between medical, nursing and clerical staff in the Emergency Department.
- Book transports and escorts for patients.
- Admit patients into the ATS and EDIS (for both the ED and wards) systems when requested by clinical staff.
- Assist in revenue raising for the Hospital, through identification of patients financial classification, accurate completion of Admission paperwork and communication with the Patient Liaison Officers.
- Answer telephone and general enquiries.
- General clerical duties.
- Respect the privacy of patients and maintain the confidentiality of all patients and work-related

information, according to the established guidelines.

- Report on a day to day basis to the Nursing Unit Manager.

Roles and accountabilities

1. Attempt to diffuse potentially aggressive / difficult situations
 - Protocol according to the ED Operational Manual are followed (i.e. duress alarm is pressed when necessary).
 - Potentially aggressive / difficult situations are dealt with appropriately.
2. Answer and attend to telephone enquiries for the bridge area of the Emergency Department.
 - All of the required information/ data is extracted from the caller.
 - Queries are answered correctly and courteously, by ensuring effective communication of requests to the appropriate staff member where required.
 - Calls are forwarded to the correct Department where they cannot be answered by the Emergency Department.
 - All telephone calls are answered and forwarded
 - To the correct extension in a timely manner
3. Update all patient movements (eg. transfers, discharges, admissions etc) in both the EDIS and the ATS systems.
 - All patient movements are updated correctly and as soon as possible after notification.
 - Providing up to date information for patient enquiries.
4. Ensure the Emergency Daily Record is maintained and kept up to date at all times with the following information:
 - * patient's name and bed number
 - * examining doctor's name
 - * ward and VMO name
 - * discharge time
 - *transfer time.
 - Information systems are updated from the Patient Register accurately.
 - Patient register is accurate and used as a backup for system downtime.
 - Communication of patient changes and movement within the Emergency Department.
 - Providing up to date information for patient enquiries
5. Ensure the Emergency Daily Record reflects accurately any movement of a patient within the Emergency Department, to enable the location of a patient to be identified at any given time.
 - Patient register is accurate and used as a backup for system downtime.
 - Communication of patient changes and movement within the Emergency Department.
 - Providing up to date information for patient enquiries
6. Liaise with nursing staff to ascertain patient location outside the Emergency Department, that is

when they go for tests or procedures outside the Emergency Department.

- Communication of patient movement outside the Emergency Department.
- Providing up to date information for patient enquiries.
- 7.** Notify all deaths to the Medicolegal Department and return medical records with completed documentation as soon as possible after death.
 - Notification of deaths to the Medico-legal Department.
 - Timely completion of death paperwork.
- 8.** Organise and maintain a clean and effective working environment.
 - Maintain a clean and effective working environment.
- 9.** Ensure all medical records and x-rays are requested and available for patient care and assist staff with location of medical records within the Emergency Department.
 - MRD receives a request for the medical records of all patients who were registered on the PMI, before their current presentation to the ED.
 - Follow up with the Medical Record Department where required.
 - Staff are assisted in the location of medical records when requested.
 - Medical records are available for patient care.
- 10.** Ensure that on discharge/transfer medical records are collected and marked out in the EDIS. Ensure that records are sent to the appropriate department, e.g. Medical Records, front desk or ward.
 - Medical records are collected and forwarded to the appropriate department.
 - Patient discharge/transfer is updated on EDIS.
 - Medical records are available for ongoing patient care.
- 11.** Ensure adequate stationary is available for staff at all times.
 - Adequate supply of stationary in the Bridge Area
- 12.** Liaise closely with the front desk in clarifying patient information and keeping computerised information systems up to date.
 - Communication with the front desk to clarify patient information and ensuring the computerised information systems are up to date.
- 13.** Timely filing of results into patient's medical records.
 - Filing of results into patient's medical records.
- 14.** Liaise with patient and relative enquiries as required.
 - All of the required information/ data is extracted from the patient and/or relative.
 - Queries are answered correctly and courteously, by ensuring effective communication of requests to the appropriate staff member where required.
 - Patient and relative enquiries are forwarded to the correct Department where they cannot be answered by the Emergency Department.

- All enquiries are answered in a timely manner.
- 15.** Determine and record all chargeable patient's details (e.g. overseas visitor, workers compensation) in EDIS.
- All chargeable patients are identified and recorded as compensable in EDIS.
- 16.** Admit and transfer patients using the ATS when advised by the clinical staff and print case fronts and labels for the ward.
- Patients are admitted and/or transferred correctly on the ATS within 10 minutes of the advice of clinical staff.
- The EDIS system is updated to accurately reflect the location of the patient.
- Case-fronts and labels are correctly printed for all patients admitted via the ED.
- 17.** Prepare documentation for the Admission Office
- The correct paperwork is prepared for all patients to be admitted to the Hospital.
- The correct patient election status form is to be completed for each patient to be admitted to the Hospital.
- The patient's signature is obtained where possible.
- The correct code is entered into the patient financial class field on the ATS.
- 18.** File Emergency dividers into the medical records and store medical records / Emergency notes for one week after date of attendance.
- Medical records for all patients who were discharged from ED are filed correctly by day and alphabetically in the ED office.
- 19.** Arrange ambulance and taxi transport home for invalid or infirm patients after treatment as required, and (after hours) ambulance transport for patients between Hospitals.
- All CDA bookings are made within 5 minutes of the request.
- Patients are transported to their correct destination in a timely manner.
- 20.** Contact the Porter to transport patients to other departments in the hospital and to deliver urgent pathology by ringing the porter bell and writing the information on the whiteboard in the bridge area.
- Porters are contacted in a timely manner.
- Patients are collected and transferred by porters.
- Pathology is collected by porters.
- 21.** Liaise with Nursing, Medical and other Hospital Staff as necessary.
- All clinical staff are made aware of relevant issues.
- Communication with clinical staff is courteous.
- 22.** Generate and print daily reports as per Emergency department clerical policy and procedure manual.
- The 'Inpatient by AMO' report is printed on a daily basis and checked.
- 23.** Assist Medical Staff, Nursing and Allied Health Staff with the Structured Follow-Up process.

- Administrative support to the Structured Follow-Up process.
- 24.** Organise Interpreter Service as required.
- Interpreter Service is organised for Non-English
 - Speaking patients.
- 25.** Keep up to date with all changes in the Emergency Department.
- All memos are read and where further
 - Clarification is required this is sought.
- 26.** Report maintenance requirements to the appropriate person and where required arrange maintenance.
- Maintenance required reported and/or requested.
- 27.** Ensure confidentiality/release of information guidelines are adhered to at all times.
- Patient confidentiality is maintained at all times.
 - Release of information guidelines are adhered to.
- 28.** Promote a 'customer focus' philosophy within the organisation to ensure service delivery.
- A 'customer focus' philosophy is maintained with service delivery in the organisation
- 29.** Attend meetings and staff training as required.
- Meetings and staff training are attended as required.
- 30.** Participate in the performance evaluation system.
- Participation in the staff development and performance system.
- 31.** Present a corporate image by wearing the uniform as provided by the Hospital.
- A corporate image is presented by wearing the uniform as provided by the Hospital.
- 32.** Comply with all administrative policies and procedures as determined by industrial awards and agreements, Ministry of Health policies, and Local Health District policies, including: Occupational Health and Safety (OHS); Smoke Free Workplace; Code of Conduct; and Corruption Prevention.
- Compliance with all administrative policies and procedures as determined by industrial awards and agreements, Ministry of Health policies, and Local Health District policies, including: Occupational Health and Safety (OHS); Smoke Free Workplace; Code of Conduct; and Corruption Prevention.
- 33.** Comply with the OHS responsibilities: including taking all reasonable care to ensure the safety of yourself and others in the workplace; reporting any unsafe conditions or equipment; attending educational programs regarding fire, safety and infection control.
- OHS issues are brought to the attention of the Patient Services Manager in a timely manner.
 - All work practices comply with the OHS Act.
- 34.** Have an understanding of the principles of infection control, identify risks to patients and significant others and respond appropriately to achieve optimal outcomes.
- Infection risks are minimised where possible

- Clinical staff are made aware of relevant infection control issues when / if they arise.
- 35.** Understand the principles of accreditation and quality assurance and participate in quality activities as directed.
- Knowledge regarding quality assurance is demonstrated.
 - Participate in quality activities as directed.
- 36.** Other duties as directed by the Patient Administrative Services Manager and Patient Services Manager relevant to/consistent with the award classification.
- Other duties as requested by the Patient Services Manager are completed and within the time given.

Key skills and experience

1. Effective written and oral communication skills
2. Excellent interpersonal skills
3. Strong customer service approach
4. Demonstrated initiative and ability to problem solve
5. Proven excellence in telephone skills
6. Ability to work in a team environment, with a flexible approach to rostering requirements
7. Ability to maintain confidentiality at all times
8. Computer literacy and knowledge of information management systems
9. Effective time management skills
10. Demonstrated ability to prioritise and meet deadlines
11. Knowledge of health fund details and revenue raising

Attachments

(your local health service) Organisation Chart	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(your departments) Organisational Chart	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Certification

We have read the above position description and are satisfied it accurately describes the position.

Position Holder's Name	
Signature	
Date	
Manager's Name	
Signature	
Date	

Organisation Charts