

## Position Description

| Position details                                    |   |              |                       |                 |
|---|---|--------------|-----------------------|-----------------|
| <b>Position Title</b>                               | Patient Administration Officer, Emergency |              | <b>Department</b>     | Emergency       |
| <b>Position No</b>                                  |   |              | <b>LHD</b>            |                 |
| <b>Award Classification</b>                         | Administration Officer, Level 2           |              | <b>Location</b>       |                 |
| <b>Reports To</b>                                   | Nurse Unit Manager                        | <b>Hours</b> |                       | <b>Duration</b> |
| <b>Reports directly to</b>                          |   |              | <b>Date Evaluated</b> |                 |
| <b>Other Roles Reporting to Position's Manager:</b> |   |              |                       |                 |

### 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](http://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 incumbent is responsible for carrying out the clerical process in the Emergency Department. Included in the processes is to provide patient data, sheets labels and information service to patients and the general public on matters relating to patient registration into Emergency.

The incumbent is responsible for the prioritising and planning of workloads and would be expected to have general office skills including basic keyboard and good communication skills.

## Roles and accountabilities

### Functional / Operational / Clinical

- Responsible for interviewing patients and/or relatives in accordance with established procedures to collect relevant data and retrieve information on Cerner Electronic Medical Records (EMR) system. The interview will also include any basic information that the patient may require in regards to compensable classification rights.

- Register patients attending the Emergency Department into EMR in a timely manner. Ensure the most acute patients are registered as a priority (according to triage category).
- Allocate new medical record numbers for patients who have never previously attended a Local Health District facility after performing a thorough EMR search.
- Responsible for ensuring all data entered in hospital systems is correct and updated as further information is provided. This includes reviewing any unknown patient unit numbers and adjusting accordingly if patient information comes to light.
- Print patient identification labels for all patients, collate appropriate paperwork and deliver file to the appropriate patient care area.
- Contact Health Information Services to order patient records for patient in Emergency Department. Retrieve medical records after hours as required.
- Contribute to the total health care needs and expectations of clients, clinicians and staff, and the community we serve by providing and maintaining a high level of customer service in the Emergency Department
- Ensure patients with alerts have sticker attached to paperwork and nursing staff are informed. Follow up if patient gives alert information and it is not already noted with Clerical Supervisor or Nurse In Charge.
- Collect completed patient records throughout the shift and attend to any filing, sorting and collating ensuring that all paper work has the correct name/labels. After folder is assembled check EMR to check if patient information needs to be updated and discharge patient.
- Perform any sorting, filing or retrieval of patient records required for the review of diagnostic results by senior medical officer (Staff Specialist)
- Ensure work cover and motor accident act details are obtained from patient or relative where necessary and relevant paperwork for work cover is given to patient or in patient's folder, enter correct code into EMR.
- Contact local medical officer as requested by clinical staff to obtain further medical information for patient.
- Answer any incoming/outgoing calls maintaining confidentiality and customer focus approach in all duties
- Attend to incoming and outgoing faxes – replace paper and cartridge when required and maintenance of fax machine and printers. Collect and distribute any faxes relating to patients and deliver to appropriate clinical staff
- Attend to general office duties including photocopying, faxing, data entry, as required
- Assist patients and visitors when suitable i.e. provide wheelchairs, vomit bags, cups, towels, telephone access and directions
- Allow access of visitors to Emergency Department after checking with clinical staff or patient. Allow access to the General Hospital after hours
- Responsible for issuing change from the petty cash float and ensuring that the float is balanced at the start and finish of each shift and is renewed from cashiers as required.

- Inform Clerical Supervisor of any calls received regarding staff absences. After hours will need to call in staff to provide cover or ring Supervisor if any problems.
- Assist the Nursing Unit Managers, Nurse Manager, Patient Services Manager and Emergency Clerical Supervisor with clerical duties as required.
- Ensuring that the Reception area is fully stocked in terms of stationary and other consumable items necessary to perform the work in the area and attend to general appearance and presentation
- Ensuring knowledge and skills related to processes, procedures and computer systems remain up to date and support other team members and associates in their development/knowledge.
- Must have a strong focus on revenue generation by ensuring that policies are in place to maximise revenue related to all patients, whether inpatients or non-inpatients. This includes receipting patient payments via EFTPOS/cash and/or cheques, as and when received.

### **General Duties / Responsibilities**

- Must have strong focus on revenue generation by ensuring that policies are in place to maximise revenue related to all patients, whether inpatients or non-inpatients.
- Participate in Quality Improvement activities and provide a high level customer service to patients, staff and others.
- Comply with the Code of Conduct, OHS, EEO, Smoke Free, Bullying and Harassment and other LHD policies and procedures.
- Maintain strict confidentiality in relation to all patient, staff, workplace and LHD matters.
- Use LHD resources efficiently, minimising cost and wastage, and ensure waste products are disposed of in line with LHD waste management guidelines.
- Report any risk identified (eg: OHS, Clinical, Financial, Technology, Public Image) to the manager and request a risk assessment. Participate in risk management activities.
- Implement the principles of multiculturalism in their work by ensuring services within their area of responsibility are accessible and culturally appropriate to consumers.
- Co-operate with other staff members to ensure that duty requirements and standards are being met and maintained.
- Perform all other delegated tasks appropriately and in line with grading and capabilities.

### **Challenges and influences**

This position exists in an environment of interruption and sometimes difficult public/customer relations and functions with a degree of independence. This necessitates the implementation of policies / procedures to ensure the desired level of service for patients and the public.

### **Key internal and external relationships**

#### **Internal**

- Administrative staff, clerical and clinical team members
- Medical staff
- Local Health District Departments including Health Information Services, Admissions, Wards,

Security and Revenue, Internal & External Ambulance, Other Hospitals.

**External**

- The public, patients and their carers, family and friends

**Key skills and experience**

1. High level of written and oral communication skills
2. Demonstrated ability to work as part of a team
3. Demonstrated experience in organising and prioritising workload
4. Demonstrated ability to work with minimal supervision
5. Experience in dealing with people in stressful situations
6. Previous clerical/administrative experience
7. Commitment to customer service
8. Demonstrated computer/data entry experience

**Attachments**

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