

POSITION DESCRIPTION

Emergency Clerk



Health
Nepean Blue Mountains
Local Health District

Our Values	C O R E	Collaboration Openness Respect Empowerment
Organisation	NSW Health	
Local Health District / Agency	Nepean Blue Mountains Local Health District	
Position Classification	Admin Off Lvl 3	
State Award	Health Employees Administrative Staff (State) Award	
Category	Administration & Health Records Administration Administration Assistant	
Vaccination Category	Category A	
ANZSCO Code	531111 General Clerk	
Website	www.nbmlhd.health.nsw.gov.au/	

PRIMARY PURPOSE

To provide efficient and effective patient services to the Emergency Department, Nepean Hospital whilst supporting meeting the National Emergency Access Targets and working within mandatory policies and procedures to ensure:

- Accurate collection of all mandatory patient registration data
- All admitted patients are interviewed and provided with all necessary information to make an informed decision about use of Private Health Insurance
- The identification and recording information regarding Private Patients, Overseas Patients, DVA Patients, MVA Patients and Workers Compensation Patients entering the hospital
- The provision of timely communication support to all clinical staff members
- Duties associated with the transfer and discharge of patients is undertaken promptly and correctly
- Compilation and maintenance of patient health care records
- Provision of exceptional customer service to all patients, relatives and hospital visitors
- Clerical support to the Emergency Department Short Stay Unit
- Monies are receipted for items purchased by ambulatory patients

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

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NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

The Key Accountabilities for the Registration component are:

- Provide a customer focused first point of contact for the Emergency Department by attending to all counter and telephone enquiries
- Provide discretionary priority to patients who have arrived by Ambulance Service
- Obtain photo identification, Medicare Card and Health Insurance Cards from all patients
- Registration of patients using the agreed search and registration processes
- Obtain, update all patient detail fields in iPM
- Print patient labels and provide same to triage nurse in a timely manner
- Add patient encounter to FirstNet database and ensure 'mode of arrival' and 'financial classification' is inputted
- Collection of monies for payments for surgical aids and appliances
- Collection of monies for ineligible service fee for overseas visitor patients and issue receipts
- Bookings of other health professionals e.g. interpreters and Aboriginal Liaison Officers
- Request of patient records from the Health Information Management Service

The Key Accountabilities for the Admissions component are:

- Monitor FirstNet to identify admitted patients
- Interview admitted patients to confirm accuracy of patient registration details
- Confirm financial classification of patient
- Provide information to patients who hold Private Health Insurance about the benefits of converting
- Complete paperwork relating to compensable patients (DVA, Worker's Comp, Overseas Visitor and MVA)
- Support the clinical staff in identifying HC21 patients

The Key Accountabilities for the Communication component are:

- Keep communication whiteboard up-to-date
- Create daily contact list
- Primary point of communication for all clinical and administrative staff as well as patients and visitors

The Key Accountabilities for the Short Stay component are:

- Ensure WAND reflects the correct location of the patient and print labels for each patient
- Order diets for patients
- Ensure hardcopy clinical notes are filed
- Prepare ward activity report and make any relevant amendments prior to filing
- Organise discharge paperwork for filing
- Order health care records
- Administrative support to the clinical staff

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- Undertake patient admission duties
- Order cleaners and ward-persons for patient transfers

Other Key Accountabilities for the Emergency Clerk are:

- Collate clinical notes and loose sheets and file in patient health care records
- By reviewing relevant information, ascertain whereabouts of patient and transfer the patient using iPM
- By reviewing information on FirstNet database and other hardcopy patient notes / discharge summaries identify and input accurate departure disposition
- Attend to anomalies that are detected during data quality audits
- Any other reasonable duties as directed by the manager
- Adhere to relevant down-time contingency plans

KEY CHALLENGES

- Ability to work independently, efficiently and as part of a team in order to meet the clerical needs of the Emergency Department. Management of clerical functions of the department and patients by providing a courteous, helpful and effective reliable service in an environment which may be both high volume and quick turn over
- To be innovative and able to review systems to ensure time efficient practices. Extremely busy working environment, working with distressed patients and family member
- Meeting KPI requirements whilst working under pressure

KEY RELATIONSHIPS

Who	Why
Emergency Clerical Manager	For advice and decisions related to operational management, professional leadership and support
Emergency Department Management	For advice and decisions related to operational management, professional leadership and support

SELECTION CRITERIA

1. Experience in a frontline customer service role and the ability to effectively use problem solving and negotiation skills
2. Demonstrated good written and verbal communication skills as well as strong interpersonal skills
3. Demonstrated ability to work autonomously and in a multi-disciplinary team environment
4. Demonstrated computer literacy including proficient keyboard and data entry skills
5. Willingness and ability to work a 24 hour rotating roster with flexibility and able to work additional shifts as requested
6. Ability to work under pressure in a busy and demanding environment
7. Ability to organise and set work priorities to meet department benchmarks and KPIs
8. Understanding of and commitment to maintaining confidentiality

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