

Directorate	Canberra Health Services	Reporting Relationships		
Division	Finance Business Intelligence		Director	
Business Unit	Health Information Services		↑	
Position Number	10688			20812
	12058			20863
	12059			20864
	16674			21055
	16675			21094
	17346			23811
	17347			24786
	20107			25119
	20206			25139
	20260			29258
	20413			29259
	20497	29261		
	20500	32200		
20502	45719			
20543	46124			
20751	47222			
20752				
Position Title	Scanning Officer	Scanning Manager		
Classification	ASO2/3	↑		
Location	Canberra Hospital			
Last Reviewed	23/09/2022 - JM	Scanning Officer		

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](#).

Our **Vision:** creating exceptional health care together

Our **Role:** to be a health service that is trusted by our community

Our **Values:** Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

The Finance and Business Intelligence (FBI) Branch is led by the Chief Finance Officer (CFO) who reports to the Chief Executive officer of Canberra Health Services. The FBI Branch is responsible for the development and maintenance of budgets, financial management, and for providing strong operational finance and performance reporting analysis across the health service. The five sub-units within the FBI branch include the Financial Management Unit, Revenue and Financial Services, Patients Accounts, Business Intelligence and the Health Information Unit.

Health Information Services (HIS) provides a range of services including clinical record scanning and management, clinical coding and casemix data generation, patient identifier maintenance, clinical record forms design and managing access to personal health information to facilitate patient care and follow-up, for research, quality improvement, education, and hospital management purposes.

Working under general direction, as part of a small team, the Scanning Officer is responsible for processing clinical documentation into the on-line scanned clinical record solution (Clinical Patient Folder or CPF). This entails performing a number of tasks including preparing documents for scanning, uploading or scanning the documents into the system, Verification to confirm that the documents are imported into the correct record and processing any incoming mail. The Scanning Officer is required to consistently achieve quality and productivity targets for record processing to ensure scanning deadlines are met and record integrity and patient safety are not compromised.

DUTIES

Under limited direction of the Scanning Supervisor and Health Information Services manager you will process clinical documentation into the on-line clinical record solution (Clinical Patient Folder or CPF). You will:

1. Process clinical record documents into the online Clinical Patient Folder (CPF), maintaining record integrity whilst achieving quality and productivity targets in:
 - Preparing clinical record documents for scanning into the Clinical Patient Folder (CPF) as per the detailed procedural instructions which includes removing staples, repairing damaged documents, arranging the documents within the batch in the required order, ensuring that all documents include patient identification and assigning document barcode labels etc
 - Scanning prepared clinical record batches into the Clinical Patient Folder (CPF) using high speed scanners with image capture software, performing standard quality assurance processes as per established scanning procedures
 - Performing verification of scanned clinical record documents into the Clinical Patient Folder (CPF), following established verification procedures to ensure the correct document is assigned to the correct patient and correct episode of care
2. Under general direction, work as part of a small team assisting in the coordination of workflow across all the Clinical Patient Folder (CPF) processes to ensure deadlines are met, record integrity is maintained, and patient safety is not compromised.
3. Consistently achieve accuracy and productivity targets and competencies that are applicable to performance expectations and key performance indicators within the section.
4. File scanned clinical record documentation for interim storage as per established department procedures and document and maintain personal workload statistics.
5. Assist the Scanning Manager by performing other specified tasks as directed such as receipting the clinical record documents into the department, performing the destruction of specified documentation, and ensuring that records of patients booked for outpatient clinics are scanned within the required timeframes, and manage hard copy records including tracking records in and out of the unit and maintaining the

manual filing system.

6. Ensure patient confidentiality is maintained at all times while providing high quality customer service as outlined in the Customer Service Standards.
7. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.
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ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

Behavioural Capabilities

1. Ability to work within a team environment as well as independently with minimal supervision.
2. Adaptability and flexibility to accommodate change.
3. Highly motivated with strong organisational skills and attention to detail.

Position Requirements / Qualifications

Mandatory

Relevant experience working in a hospital clinical records department, medical practice or similar health environment is preferred.

- The successful applicant will need to be available for day and evening work including weekend and after-hours work.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](#). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

Desirable

- Have an understanding of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.
- Prior to commencing this role, a current registration issued under the [Working with Vulnerable People \(Background Checking\) Act 2011](#) is required.
- Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.
- Comply with Canberra Health Services Credentialing and scope of clinical practice requirements for medical professionals.
- Comply with CHS credentialing and scope of clinical practice requirements for allied health professionals.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Proven recent experience working with an electronic storage and retrieval system for medical records or similar, with demonstrated ability to exercise initiative and sound judgment when performing the required duties.
2. Demonstrated ability to work as part of a small team in a medical record department, hospital or other similar environment.
3. Demonstrated ability to prioritise tasks and consistently achieve accuracy and productivity targets and competencies that are applicable to the section.
4. Demonstrated knowledge of patient privacy principles and relevant legislation and the practical implementation of these principles in a health care workplace.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Never
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Occasionally
Running	Never
Reaching	Occasionally
Kneeling	Never
Foot and leg movement	Never
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Frequently