



POSITION DESCRIPTION

POSITION TITLE: Central Referral Scheduling
Booking Clerk

DEPARTMENT: Surgery

CLASSIFICATION: Slating Clerk

APPROVED BY: Regional Lead – Human
Resources

UNION: CUPE Facility Support

DATE APPROVED: June 24, 2016

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Regional Lead - Acute Care

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Regional Lead - Acute Care the Central Referring Scheduling Booking Clerk is responsible to ensure a central intake scheduling/booking process is followed to meet the standards of the Regional Endoscopy program across the five Southern Health-Santé Sud surgical sites. The incumbent is responsible for coordinating all endoscopy referrals, within specified timeframes to surgical sites, surgeon's office and follow up reporting to Manitoba Health.

The individual performs duties in accordance with organizational core values and the Acute Care Program objectives, policies and procedures while maintaining confidentiality in all matters relating to clients, staff and the organization. The Central Referring Scheduling Booking Clerk works co-operatively in a matrix structure to support the functions of the Acute Care Program.

The incumbent will exercise the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Ensures complete and accurate registration, including patient demographic and current insurance information on referrals from Primary Care Clinics.
- Maintains ongoing tracking and appropriate documentation on referrals from start to completion including Primary care, Surgical Site, Surgeons office, Operating room and back to the referral office.

- Enters patient information into the electronic system, monitors and submits information to the Manitoba Health repository.
- Follow the Central referral process as outlined by the Colonoscopy Stakeholder team.
- Ensure the time targets are prioritized within the urgent, semi-urgent and elective categories.
- Communicate with primary care provider offices, surgical sites and surgeon's offices to assist with endoscopy referral process.
- Complete the summary checklists as per central referral endoscopy guideline.
- Assist with tracking of key indicators in the endoscopy program
- Communicates with slating clerks and understands the electronic booking system.
- Provide program support for patients, navigators, primary care practitioners, private clinics, endoscopists, surgical support staff and sites and other multiple providers for non-clinical aspects of the cancer diagnostic journey.
- Reviews the details and expectations about the referral with the patients and or slating clerks to ensure referral information is understood and timeframes can be met.
- Supports and aids the triage function by following up on incomplete referrals and informing clinics on process.
- Contacts and creates relationships with various medical providers.
- Ensures patients are referred on to the next required exam and by verifying that appointments have been arranged to determine a diagnosis, and subsequent first treatment.
- Follows up on delayed appointments and triggers interventions or escalates to supervisor when appropriate.
- Facilitates mobilization of appropriate resources in a timely manner, and ensures the seamless movement of patients through the system.
- Understands the health regions processes, guidelines and policies.
- Ensure communication is sent back to the primary care practitioner throughout each step of the patient's journey, and to other providers and facilities as required.
- Identifies gaps in service and escalates to supervisor.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the RHA Act, Southern Health-Santé Sud is a bilingual-designated RHA. All employees accept responsibility relative to "active offer" to ensure health services are evident, readily available and easily accessible in both official languages.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Prioritizing endoscopy referrals within the urgent, semi-urgent and elective categories.
 2. Responds to the intake referrals ensuring patients are booked within the provided timeframes for urgency of the case.
 3. Communicating the endoscopy referral processes and issues to the users and stakeholder team
 4. Completing the central referral processes within the established timeframes identified in the endoscopy journey.
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QUALIFICATIONS

EDUCATION/CERTIFICATION

- Completion of an Administrative Assistant or Medical Office Assistant Program.
- Successful completion of a Medical Terminology Course.

EXPERIENCE

- Two (2) Years previous experience working with a slating or scheduling system.
- Two (2) years previous experience working in a health care environment.
- Other suitable combinations of education and experience may be considered.

KNOWLEDGE

- Proficiency in Microsoft Office Applications and Email.
- Knowledge and understanding of the Freedom of Information and Protection of Privacy Act (FIPPA).
- Knowledge and understanding of the Personal Health Information Act (PHIA).

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT

- Demonstrated critical thinking abilities.
- Demonstrated ability to set priorities and manage workload in a fast paced environment.
- Demonstrated time management skills.
- Demonstrated organizational skills.
- Demonstrated ability to work independently and as part of a team.
- Demonstrated problem solving skills.
- Demonstrated decision making skills.
- Demonstrated written and verbal communication skills.
- Demonstrated ability to recognize and bring pertinent issues forward to the multi-disciplinary team.
- Given the cultural diversity of our region, the ability to respect and promote a cultural diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Ability to communicate in more than one language would be considered an asset.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.

- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE:

As per CUPE Facility Support Collective Agreement Salary Scale

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.