



POSITION DESCRIPTION

POSITION TITLE: Health Information-Registration Clerk (Regional Centres) **DEPARTMENT:** Health Information Services

CLASSIFICATION: Medical Records Clerk **APPROVED BY:** Regional Lead - Corporate Services

UNION: CUPE **DATE APPROVED:** April 19, 2023

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Registration Services Coordinator (RSC)

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Registration Services Coordinator, the Registration Clerk is responsible for the accurate and concise collection of information during the registration process adhering to the provincial client registry best practices. Ensuring exceptional customer service and professionalism are met, the Registration Clerk is responsible for the provision of effective and efficient communication and reception services. The incumbent performs duties in accordance with organizational values and Health Information Services objectives, policies and procedures. While maintaining confidentiality in all matters relating to clients, staff and the organization, the incumbent works co-operatively in a matrix structure to support the functions of Health Information Services.

The incumbent exercises 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:

- Performs registration, including admission, discharge, and transfer of clients according to established provincial and regional standards and generates applicable registration documents.
- Assigns the appropriate responsibility for payment and completes and maintains appropriate documentation and forms.

- Maintains bed census. Coordinate and process appropriate bed placement and services within ADT with facility bed management personnel (i.e. Utilization coordinator, Care Team Manager or facility designate).
- Collection of statistical information.
- Responsible for maintaining effective communication using applicable resources such as the switchboard, hospital paging system/radio, and ambulance communication system.
- Maintains the current phone list including emergency phone numbers of 'on-call' and administrative personnel, contacting them as required.
- Responds to general inquiries from clients, visitors, and staff.
- Carries out established communication procedures in the case of an Emergency Response.
- Communicates applicable equipment and facility alarms.
- Ensures health record is assembled in accordance with the prescribed assembly order.
- Contributes to the orderly maintenance of the file room and ensures the integrity of the health record.
- Files, distributes and retrieves health records and reports.
- Receives and receipts payments/refunds and manages petty cash.
- Responsible for daily cash float and reconciliation of receipts for submission to Finance.
- Collection and storage of client valuables.
- Following accepted guidelines, releases personal health information for continuing care.
- Administers access to secure areas according to established processes.
- Receives, distributes and sorts incoming and outgoing correspondence/reports.
- May review registration of births and deaths and submit to Vital Statistics.
- Participates in quality improvement initiatives.
- Responsible for replacement of unanticipated vacant shifts according to accepted policy.
- Assists with staff orientation and participates in training workshops.
- Participates in applicable internal and external teams including staff meetings, committees and working groups as required.
- Assists with destruction and/or retention of archived health records according to regional policy and privacy legislation.
- Troubleshoots and/or reports equipment and system malfunctions.
- Follow downtime procedures for registration of patients/maintenance of downtime system
- Monitors inventory of supplies for operational needs.
- 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 Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- 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. Accuracy of data entry according to best practices.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 education or equivalent.
- Completion of a recognized Medical Office Assistant Program.
- Completion of a recognized Medical Terminology course.
- Other suitable combinations of education and experience may be considered.

KNOWLEDGE REQUIRED:

- Recent experience in a patient reception/care area, specifically in registration of patients within an Admission/Discharge/Transfer (ADT) system preferred.
- Recent clerical and customer service experience.
- Knowledgeable of the Personal Health Information Act (PHIA) and other healthcare related legislation.
- Proficiency in Microsoft Office applications and Email/Outlook.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Accurate keyboarding/typing skills of 40 wpm.
- Demonstrated knowledge of electronic health records.
- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated ability to work in a fast paced and changing environment.
- Demonstrated approachable and welcoming demeanor.
- Demonstrated written and oral communication skills.
- Demonstrated organizational, decision making and problem- solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated ability to respect and promote a culturally diverse population.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated ability to build and maintain professional working relationships.
- Demonstrated ability to work in a team as well as independently.
- Given the cultural diversity of our region, the ability to respect and promote a culturally 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.
- 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:

- Health and physical ability to perform routine filing i.e. lifting, stretching, bending, walking while carrying multiple files.
 - May be required work in seclusion.
 - 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.
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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.