



POSITION DESCRIPTION

POSITION TITLE: Health Information Clerk **DEPARTMENT:** Health Information Services
CLASSIFICATION: Medical Records Clerk **APPROVED BY:** Regional Lead -
Corporate Services
UNION: CUPE Facility Support **DATE APPROVED:** April 19, 2023

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Lead - Health Information Services or Facility Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Lead of Health Information Services or Facility Manager, the Health Information Clerk is responsible for the management of an efficient admission/discharge/transfer (ADT) system. Performs record processing ensuring that organized health records are maintained and is accountable for the correct identification including filing of patient reports along with the maintenance of the health record deficiency system in accordance with regional standards. The Health Information Services Clerk provides facility support for retrieving health information, ensuring timely access, maintaining an up to date chart location and ensuring secure storage. Also provides general office administration support to the Health Information department. 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:

- Responsible for the management of an efficient health record system.
- Ensures health records are maintained and accountable.
- Processing on the admission/discharge/transfer (ADT) registration system including admissions, transfers, discharges, adhering to registration best practices and regional policies.

- May be responsible to collect complete and accurate demographics including health insurance coverage for financial purposes.
- Reconcile ADT reports eg census for admissions and discharges as well as the distribution of reports following outlined procedures.
- 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).
- Follow downtime procedures for registration of patients/maintenance of ADT downtime system.
- Ensures health record is assembled in accordance with the prescribed assembly order.
- Ensures inpatient, outpatient and day/night care records are completed in accordance with established standards and data is entered/verified in appropriate sources.
- Monitors health record deficiencies and escalates as required according to the regional Completion of Health Records policy.
- Files, distributes and retrieves health records and reports and updates the tracking system.
- Contributes to the orderly maintenance of the file room and ensures the integrity of the health record.
- Responds to telephone requests for general information and requests for records.
- Release personal health information in accordance with the Personal Health Information Act following regional policies.
- Assists with destruction and/or retention of archived health records according to regional policy, and privacy legislation.
- May be responsible for preparing the health record for all record storage mediums including electronic, paper, and off-site storage.
- Reconcile system information and prepare reports on a monthly basis for statistical purposes or as required.
- Acts as a support to the Adverse Patient Occurrence (APO) review process.
- 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.
- Performs quality improvement tasks as directed.
- Troubleshoots and/or reports equipment and system malfunctions.
- Monitors inventory of supplies for operational needs.
- May be required to assist with other core functions of the department to meet operational needs.
- May be responsible for daily cash float and reconciliation of receipts for submission to Finance.
- May review registration of births and deaths and submit to Vital Statistics.
- 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. Record processing time of quantitative and qualitative analysis of inpatient discharges and daycares.
 2. Accuracy of data entry according to best practices.
 3. Volume of filing completed i.e. late reports, records.
 4. Number of physician deficiency and data element defects.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

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

KNOWLEDGE REQUIRED:

- Demonstrated knowledge of electronic health records.
- Knowledgeable of the Personal Health Information Act (PHIA) and other healthcare related legislation.
- Proficiency in Microsoft Office applications and Email/Outlook.

EXPERIENCE REQUIRED:

- Minimum one (1) year clerical experience in a health care setting.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Accurate keyboarding/typing skills, with minimum 40 wpm.
- 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.
- May be required to assist with other core functions of the department to meet operational needs or other duties assigned.
- 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.
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WORK CONDITIONS:

- Health and physical ability to perform routine filing i.e. lifting, stretching, bending, walking while carrying multiple files.
 - 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.