

Position Description

Position title	Medical Record Clerk
Department / Division	Health Information Services / Strategy, Planning and Performance
Classification	Grade 2 Level 1 – Grade 2 Level 5 (AO21 – AO25)
Position reports to	Operational: Clerical Team Coordinator Professional: Senior Health Information Manager (Operations)
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

This position plays a vital role in the management and maintenance of the physical and electronic medical record in addition to updating and maintaining the integrity of patient information. It also involves working as part of a team, as well as autonomously, to supply medical records and information to our internal and external clients, which is vital in providing quality patient care.

KEY ACCOUNTABILITIES

Administration:

- Preparation and sorting of patient documents prior to scanning
- Scanning, uploading, document separation, indexing and quality assurance of documents using the scanning software system in a timely and efficient manner
- Monitor electronic error work queues, and make necessary corrections as required
- Archive scanned documents according to departmental procedures
- Register new patients and update patient details for new and existing patients in Patient Administration System (PAS) on request
- Collect/deliver internal and external mail items from/to the Mailroom
- Sort, collate and distribute letters and discharge summaries printed in HIS
- Process records received from the off-site storage facility by updating their location on PAS and disseminating them to the correct location
- Process returned medical records to off-site storage facility
- Communicate with peers and Team Coordinator to facilitate optimal daily workflows and processes
- All duties to be completed in line with departmental processes and procedures and within set timeframes

Customer Service and Stakeholder Management:

- Provide high level customer service and engage in a professional manner with all stakeholders when dealing with departmental enquiries and requests
- Process requests for information from external sources and release information by following Freedom of Information and Release of Information procedures. Disseminate the required information via the appropriate method
- Retrieve all available records required for information for external and internal stakeholders according to departmental procedures
- Work in collaboration with internal and external stakeholders to correct documentation errors, complete release of information requests, and all other tasks within set timeframes

Quality:

- Participate in activities including performance reviews and development plans, and key performance indicators (KPIs), training and team activities as scheduled
- Perform quality checks of the scanned medical record to ensure documents are scanned correctly
- Actively contribute to continuous improvement strategies and participate in project team activity as requested
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Identify any perceived risks in line with operational challenges and bring to the attention of the team leader as necessary

Teamwork:

- Actively participate as part of the team to ensure ongoing excellence in our service delivery through equitable and efficient completion of tasks
- Ensure hand over between shifts is thorough and informative to facilitate continuity in workflow
- Work under the supervision of the Team Coordinator

- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices and demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork

QUALIFICATIONS AND EXPERIENCE

Essential:

- Proficient in applying established administrative processes and systems
- Excellent communication skills and the ability to liaise with a variety of stakeholders
- Proficient skills with Microsoft Office 365

Desirable:

- Experience working in a Health Information Service or health care setting
- Experience in using electronic medical record, document management and patient administration systems
- Understanding of medical terminology

KEY SELECTION CRITERIA

- Ability to co-ordinate tasks, set priorities and work to timelines
- Ability to handle confidential and sensitive information with discretion
- Ability to work with initiative, autonomy and as part of a team
- Well-developed attention to detail
- Well-developed verbal communication and interpersonal skills and ability to interact professionally and effectively with all levels of staff and external stakeholders
- Ability to follow procedures and processes, and interpret and communicate information accurately
- Well-developed customer service skills and demonstrated ability to develop and maintain working relationships with internal and external stakeholders

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

October 2025