

Position Description

Position title	Medical Record Clerk		
Department / Division	Health Information Services / Finance and Corporate Services		
Classification	Admin Office Grade 1A – Grade 1 Year 2 (AO09 – AO12)	Employment Status	Part-Time, Ongoing
Position reports to	Manager, Health Information Services		
No. of direct & indirect reports	N/A		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>
ROLE PURPOSE
<p>This position plays a vital role in the management and maintenance of the physical and electronic medical 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.</p>

KEY ACCOUNTABILITIES

Administration:

- Preparation and sorting of patient information 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
- Archive scanned documents according to departmental procedures
- Perform quality checks of the scanned medical record to ensure documents are scanned in the correct rotation, information is not obscured, pages are not missing and documents are attached to the correct patient, correct encounter and given the correct form type name.
- Register new patients in WebPAS on request
- Update patient details in the Patient Master Index for new and existing patients
- 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 WebPAS and disseminating them to the correct location
- Process returned medical records to off-site storage facility

Customer Service:

- Answer general department enquiries via the phone, email, or clients presenting in person
- Process requests for information from external sources and release information by following Freedom of Information and Release of Information Policies and Procedures. Disseminate the required information via the appropriate method
- Retrieve all available records required for information for external and internal clients according to departmental policies
- Respond to requests for correction of documentation errors
- Set up access for external providers to Parkville Connect as required

General:

- Ensure hand over between shifts is thorough and informative to facilitate continuity in workflow
- Monitor electronic error work queues, and make necessary corrections as required
- Be available to cover other shifts as necessary
- 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
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- 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 team work
- Identify any perceived risks in line with operational challenges and bring to the attention of the team leader as necessary
- Other duties as directed by the Clerical Supervisor, Deputy Manager or Manager Health Information Services

QUALIFICATIONS AND EXPERIENCE

Desirable:

- Previous experience in a Health Information Service
- Demonstrated experience in using computer applications, including but not limited to EPIC, IBA and OnBase

KEY SELECTION CRITERIA

- Competent level of computer/web skills
- Demonstrated experience in working autonomously as well as part of a team
- Ability to co-ordinate tasks, set priorities and work to timelines
- Ability to effectively communicate with all levels of staff
- Professional manner in dealing with both internal and external staff

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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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

November 2021