

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Patient Release of Information Officer
<b>Position Number:</b>	503657, 508205, 527194
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Policy, Purchasing, Performance and Reform Health Information Management Services (HIMS)
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	South, North
<b>Reports to:</b>	Manager - Health Information Service
<b>Effective Date:</b>	September 2018
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Experience working in a healthcare setting  A strong understanding of the principles of state and national privacy legislation and the application of Personal Information Protection (PIP) principles and ability to apply these standards in the workplace  Completion of entry level training in Medical Terminology or demonstrated workplace experience using Medical Terminology

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

The Patient Release of Information Officer is responsible for the coordination and release of patient information to internal and external requestors as well as the day-to-day clerical duties associated with processing these requests. These include but are not limited to requests from patients, family, health professionals, Child Protection Services, courts, insurance companies, solicitors, coroner, police, AHPRA and approved clinical trial and health researchers.

## Duties:

1. Assess and process applications for patient information in a timely manner, including medico-legal requests, in accordance with the *Personal Information Protection Act (2004)*, *Right to Information Act (2009)* and other appropriate legislation, policy, protocols and timeframes by confirming patient identification, consent, type of request, delegate approval requirements, record locations and record types.
2. Liaise with Release of Information Delegates to ensure approval is provided (when required) to release patient information to requestors including:
  - redacting information as determined by the Delegate
  - assessing consent and patient ID documentation to determine NOK relationships
  - assessing what information is relevant to the request
  - exporting data from health records
3. Ensure the patient's privacy and confidentiality is maintained at all times and health information is safeguarded from unauthorised access or disclosure.
4. Liaise with requestors face-to-face, in writing and over the phone to ensure requirements are met for patient release of information by explaining request process and charges, generating of correspondence, negotiating timeframes for release, organising inspection of records.
5. Update the Patient Request for Information database to reflect progress of the request and action taken to progress the request i.e. consent requested, additional identification information requested, record requested, delegate for approval requested, delegate approval given, record sent to requestor, request status.
6. Ensure accurate and detailed statistics are maintained to enable activity reporting on patient release of information requests.
7. Create invoice requests for reimbursement of patient release of information requests costs and submit to Finance Department for processing.
8. Ensure all relevant correspondence and other documentation related to the request is retained as per current standards.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

Under the direction of the Manager - Health Information Service, the Patient Release of Information Officer will:

- Undertake specialised RTI administrative tasks requiring the application of high level clerical and communication skills within Health Information Services and comprehensive knowledge of legislation, policies and procedures related to releasing patient information.
- Work with some degree of autonomy and make decisions within predefined guidelines.
- Work in close liaison with the Delegates for release of information and Tasmanian Health Service (THS) Medico-Legal Advisors, as required.
- Support and assist external legal agencies as required to inspect records and provide copies of records required for legal proceedings.
- Work with confidential information and requires a high level of knowledge and commitment to current privacy legislation to guard against loss, misuse and inappropriate or unauthorised access or disclosure.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Previous experience in maintaining health information and health records whilst working in a health information service environment or similar.

2. Demonstrated knowledge of legislation, policies and protocols in response to the release of patient health information to internal and external requestors, including commitment to confidentiality in relation to the release and sharing of personal health information.
3. Demonstrated well developed written and oral communication skills, including the ability to liaise and negotiate with personnel from a wide range of disciplines both clinical and non-clinical.
4. Demonstrated ability to plan, organise, set priorities and work effectively and efficiently to achieve set objectives and to meet deadlines, both individually and as a part of a team.
5. Competency in a wide range of computer applications, including Microsoft Office, Patient Administration System and Clinical Information Systems; or the ability to quickly learn these.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).