

<b>Position</b>	Medical Record Clerk - Casual
<b>Classification</b>	ASO2
<b>Division</b>	Corporate & Support Services
<b>Department / Section / Unit / Ward</b>	Medical Record Service
<b>Role reports to</b>	Operationally: > Manager Medical Record Service Professionally: > Manager Medical Record Service
<b>CHRIS 21 Position Number</b> P18371	<b>Role Created / Review Date</b> 01/02/2020
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category C (minimal patient contact)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Medical Record Clerk is responsible to the Team Leaders & ASO2 Admin Clerks & Supervisor - Clinics/Discharges.

The Medical Record Officer reports to Manager, Medical Record Department for provision of accurate and timely record services to all departments and wards. Responsibilities include collation, creation, provision, maintenance, culling, retrieval, storage, tracking and transportation of records. The Medical Record Officer is required to work as part of a multi-skilled team contributing to an efficient and effective Medical Record Service and provide on the job training to junior staff and handle the more complex and difficult enquiries. Must be able to operate with some autonomy, apply initiative to the work tasks required and exercise limited judgment through precedents guidelines, procedures, regulations and instructions. Some staff will be required to work some hours in isolation within a secure environment.

### Direct Reports: (List positions reporting directly to this position)

> Nil

### Key Relationships / Interactions:

Internal:

> Ward Clerks, Emergency Department clerical staff, Outpatient Clinic staff, Divisional/department secretaries, Freedom of information officers

External:

> Public hospital clerical staff, GP Plus, General practitioners, general public

### Challenges associated with Role:

Major challenges currently associated with the role include:

> Need to be physically fit to perform all functions of the Medical Record Service

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

**General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

**Handling of Official Information**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers
- > Shifts vary according to a rotating roster. Starting times range from 07:30am -12:00pm. Finishing times range from 15:45pm - 20:00pm, 5 days a week.
- > Staff are required to work weekends and after normal working hours when requested to cover shifts when there is sick leave, annual leave, back log of work etc. to ensure services are provided
- > Staff at times, will be required to work some hours in isolation, Afterhours access via phone to a Supervisor
- > Access to Security via telephone or duress alarm available at all times

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Ensure the efficient supply of the Medical record throughout FMC and related agencies in order to provide effective management of patient care by:	<ul style="list-style-type: none"> <li>&gt; Abiding by the FMC Confidentiality of Patient Information policy, Code of Conduct, FMC Faxing of Patient Information policy, Code of Fair Information Practice and any other related policies</li> <li>&gt; Effectively providing and retrieving medical records for all authorized personnel in areas and departments within FMC and to approved outside institutions for the purposes of patient care, teaching, research, auditing, medico-legal, statistics and funding</li> <li>&gt; Collecting and/or marking back medical records, from wards, clinics and departments via the electronic case note tracking system</li> <li>&gt; Transporting the medical records throughout the hospital which may necessitate the incumbent to lift heavy loads (see job demand analysis)</li> <li>&gt; Liaising with appropriate personnel (e.g. medical, nursing, allied health or administrative staff) to locate missing medical records</li> <li>&gt; Updating patient information and medical record locations via the electronic case note tracking system and checking for future patient bookings, ascertaining the current status of the patient and their records</li> <li>&gt; Retrieve, collate, transport (in a metal trolley) and file (in terminal digit order) medical records to all areas within FMC and to approved outside institutions.</li> </ul>
Contribute to the maintenance and accuracy of the medical record by:	<ul style="list-style-type: none"> <li>&gt; Ascertaining patient information is accurate, in the correct order and contained securely within the medical record prior to leaving the department.</li> <li>&gt; Filing all documents and reports in the appropriate sections or volumes of the medical record (s) in accordance with procedure guidelines</li> <li>&gt; Splitting oversized case notes into separate volumes for easier handling</li> <li>&gt; Replacing medical record covers, re-activating patient's medical records which have been destroyed, microfilmed or scanned after re-attendance and retrieving archived records stored within FMC and off-site according to procedure</li> <li>&gt; Sorting incoming mail, disseminating to appropriate areas and personnel daily to enable correspondence to be actioned in a timely manner</li> <li>&gt; Recognizing any forms not approved for permanent file in the medical record, checking via the electronic 'order of sheets', removing them and returning them to the appropriate destination in order to provide a quality assured service and effective management of patient care</li> <li>&gt; Allocating work, monitor its quality, determine priorities and provide on-the-job training</li> </ul>
Ensure an effective customer service is achieved by:	<ul style="list-style-type: none"> <li>&gt; Providing information for on-going patient care to authorized personnel via telephone enquiries, over-the counter, facsimile or in writing following policy guidelines</li> <li>&gt; Liaising with other departments and promoting professional working relationships</li> <li>&gt; Working in a positive team oriented atmosphere, encouraging good work practices to improve efficiencies and services</li> <li>&gt; Collecting information from external institutions over the telephone for other hospitals/medical requests and actioning these requests in</li> </ul>

	<p>accordance with departmental guidelines</p> <ul style="list-style-type: none"> <li>&gt; Providing a reception service to the Front Desk in the Medical Record Service by receiving and directing telephone calls, serving the counter and delivering information/instructions in accordance with procedures provided</li> <li>&gt; Working in collaboration with other departments (for example Emergency Department staff) so that work performance is conducted in accordance with Departmental and FMC policies to provide effective and reliable management of patient care.</li> </ul>
Ensure timely provision of patient information to treating/referring General Practitioners by:	<ul style="list-style-type: none"> <li>&gt; Identifying medical records that require discharge summary completion and delivering to the appropriate wards</li> <li>&gt; Liaising with Consultants, Business Managers and Registrars when required to assist in the process of discharge summary completion</li> <li>&gt; Collating, preparing and checking discharged patient's medical records in a timely manner following the discharge process guidelines and procedures</li> <li>&gt; Retrieving any archived notes, arranging the prompt return of offsite notes and accessing any microfilmed records, then ascertaining what information is relevant to send to the authorised requestor</li> <li>&gt; Faxing/posting relevant requested patient information in accordance with the FMC faxing policy and guidelines and redirecting GP requests to the GP Liaison to enable access of up-to-date information for the efficient management of patient care.</li> </ul>
Contribute to the archiving/culling and storage of the medical record by:	<ul style="list-style-type: none"> <li>&gt; Reviewing all current patient medical records, including all volumes to determine whether they are to be culled from the main file and then transported to the archives following departmental procedures and guidelines</li> <li>&gt; Ensuring there is sufficient space in the main file for the storage of newly registered patients and expanding current patient records by creating new volumes and /or moving records to an overflow file</li> <li>&gt; Data entry of information pertaining to the offsite records and other requests as required in order to promote a safe and efficient storage system within the department within WHS guidelines.</li> </ul>
Contribution to effective operation of unit by:	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role.</li> <li>&gt; Must be physically fit and able to perform all aspects of the positions including heavy lifting, pushing trolleys and walking long distances</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > None required

### Personal Abilities/Aptitudes/Skills

- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.
- > Work in a physically demanding environment
- > Ability to adapt to a changing environment, to use initiative, problem solve and be self-motivated.
- > Demonstrated literacy and numeracy skills.
- > Demonstrated commitment to providing good customer service
- > Good Interpersonal and effective communication skills
- > Work effectively under pressure and prioritize workloads to meet daily deadlines.
- > Ability to use computerized information systems
- > Work effectively as part of a team
- > Work in isolation and perform duties referring to procedures and policies as required.
- > Ability to act appropriately with matters of confidentiality

### Experience

- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)
- > To have competently worked in another Medical Record Service as an ASO2 or passed the progression criteria as per ASO1 requirements.

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Personal Abilities/Aptitudes/Skills

- > Ability to manage difficult situations with confidence

### Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Working in a Medical Record Service
- > Medical terminology
- > Terminal digit filing system
- > Experience in the use of the FMC medical record tracking system

## Knowledge

- > Awareness of the Charter of Health and Community Services rights
- > Knowledge of the Policies and Procedures pertaining to a Medical Record Service
- > Working knowledge of hospital policies and procedures
- > Knowledge of equal employment principles
- > Working knowledge of the inter-relationship of hospital departments

## Educational/Vocational Qualifications

- > nil

## Other Details

- > nil



## Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

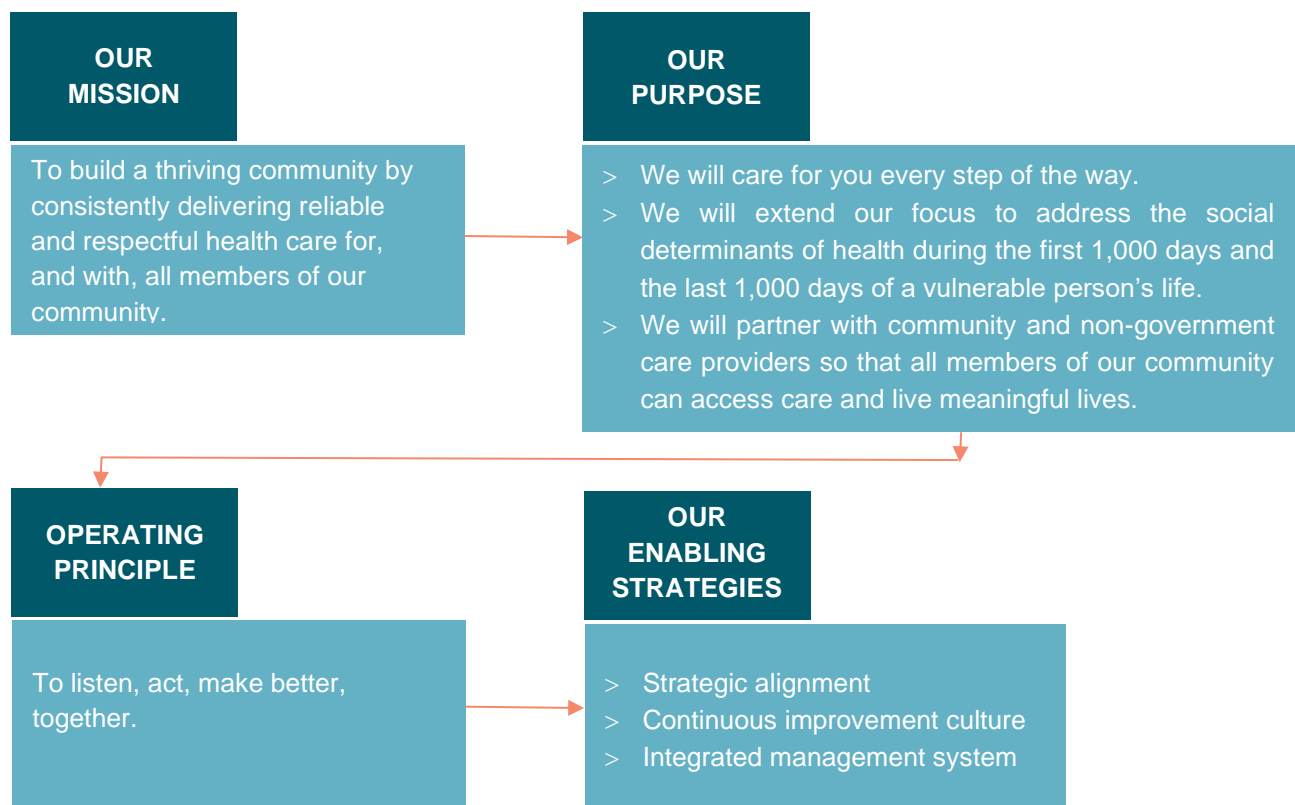
SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





### Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Casual Medical Record Clerical Officer in the Corporate and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date