



ROLE DESCRIPTION

Role Title:	Medical Records Administrative Officer
Classification Code:	Administrative Services Officer Level 2 (ASO2)
LHN/ HN/ SAAS/ DHA:	Riverland Mallee Coorong Local Health Network (RMCLHN)
Hospital/ Service/ Cluster	Murray Bridge Soldiers' Memorial Hospital Inc.
Division:	Corporate Services
Department/Section / Unit/ Ward:	Health Information Management
Role reports to:	MBSMH Office Manager
Role Created/ Reviewed Date:	June 2002 / October 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> DHS Disability Services Employment Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

The Medical Record Administrative Officer is responsible for:

- > Retrieving, collating, transporting and filing (in terminal digit order) activities to all areas within Murray Bridge Soldiers' Memorial Hospital Inc and to approved outside institutions
- > Entering patient information data into computerised patient information systems
- > Liaising with clinical staff regarding information pertaining to the medical record
- > Prioritising workloads to meet daily deadlines
- > Working under general direction.
- > Using established routines, methods and procedures
- > Organising work to meet prescribed priorities
- > Solving problems by reference to documented procedures, methods and instruction
- > MMS & A&E data entry

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal:

The Medical Record Administrative Officer, as part of the Health Information Management team reports to the MBSMH Office Manager and is supported on a daily basis by the Medical Records/Freedom of Information (FOI) Officer.

External:

Relevant government and non-government organisations as required to meet the needs of the client group.

Challenges associated with this role:

- > Record Tracking management in a relatively busy health site.
- > Medical Record forms management and procurement, keeping up to date with new and obsolete forms.

Delegations:

- > Nil

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 SA Health 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 and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > 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 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.
- > The position is primarily located at Murray Bridge Soldiers' Memorial Hospital however the incumbent may be required to work from other sites within the Riverland, Mallee Coorong area.
- > A current driver's licence and a willingness to drive is essential.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, RMCLHN will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing RMCLHN employees with continuous employment with RMCLHN which commenced prior to 1 October 2016.
- > Some out of hours work may be required. Arrangements to compensate are to be negotiated with the Manager in line with current 'Flexible Working Hours', Time Off In Lieu (TOIL) and Overtime work instructions.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Medical Records management</p>	<ul style="list-style-type: none"> > Ensuring confidentiality of patient information and be aware of, and abide by, the MBSMH Policy and the Freedom of Information Act. Retrieving, via a terminal digit filing system, medical records for all authorised personnel in areas and departments within MBSMH, and to approved outside institutions, for the purposes of patient care, teaching, research, medico-legal, statistics and funding. > Liaising with appropriate personnel e.g. medical, nursing, allied health or administrative staff, and to also refer to appropriate procedural checklists, to locate missing medical records, ensuring availability to all authorised users. > accessing, and in some instances, data entering patient information into the computerised systems e.g.: <ul style="list-style-type: none"> - Patient Master Index - Admission, Transfer and Separation - Laboratory Results - Discharge Summary - Case note Tracking > Enabling tracking of medical records, ascertaining the current status of the patient, etc. May be required to alias link multi-registered patients, register new patients, and update demographic data for patients previously registered etc. which all contribute to the efficiency of service activities and patient data integrity. > Ensuring completeness and accuracy of the clerical content of the medical record, ascertaining that the correct patient information, in correct order, is contained within, and affixing any loose documentation prior to the medical record leaving the department. > Collating, preparing and checking discharged patient's medical records in a timely manner, enabling the Clinical Coding Service to code clinical content before the 5th working day of the month following discharge as per DHS guidelines. > Retrieving patient test results not already affixed in the medical record and filing patient test results, correspondence, discharge summaries, outpatient letters, antenatal tracers and medical records in a timely manner according to policy, enabling quick retrievability of patient information when requested. > Re-activating and retrieving patient's medical records which have been destroyed, scanned or archived records stored within MBSMH. > Recognising any forms not approved for permanent file in the medical record, removing them and returning them to the appropriate destination.
<p>Information Requests</p>	<ul style="list-style-type: none"> > Providing information for on-going patient care to authorised accessors via telephone enquiries, facsimile, or in writing, and ensuring the guidelines pertaining to release of patient information are met. Also ensuring that all requests for patient information have telephone numbers checked and calls returned, again to ensure appropriate release of information. > Identifying medical records for discharge summary completion and delivering to the appropriate wards. > Collecting and marking back medical records (including the use of a computerised case note tracking system) from wards, non-inpatient clinics and departments, returning completed records to the sorter for file, incomplete records to Discharges and redirect other records as per notification slips. This ensures as many records as practicable are retained within the department for ease of retrieval.

Key Result Area and Responsibilities Cont

Continuous Improvement	<ul style="list-style-type: none">> Participate in a range of continuous quality improvement activities> Participating in audit programmes to identify deficiencies and/or improvements to the medical record and the procedures and practices pertaining to it, thus ensuring Best Practice principles are achieved.> Participating in relevant staff development activities.> Assisting in the maintenance and reviewing of systems and processes.> Complying with relevant data collection processes and reporting requirements.> Liaising with all departments associated with the Medical Record Service promoting good working relationships, and working in a team oriented atmosphere, encouraging good work practices to improve efficiencies and therefore services.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Liaise with staff at all levels and with a range of clients.
- > Work under general direction utilising initiative and/or judgement to ensure the timely completion of tasks and/or activities as directed
- > Utilise time and task management skills to optimise the organisation and efficiency of the Medical Records Department
- > Communicate effectively both verbally and in writing with staff at all levels
- > Meet deadlines under pressure and to take initiative where appropriate
- > Problem solve and report relevant issues to the Medical Records/FOI Officer
- > Adhere to instructions, established practices, procedures and guidelines
- > Work as a co-operative and effective team member
- > Proven excellent customer service skills
- > Comply with the health service policy on confidentiality
- > Sound data entry skills

Experience

- > Proven experience in working with computerised patient management system
- > Working with numeric filing systems
- > Experience in current Microsoft suite of programs

Knowledge

- > Record keeping and archiving systems
- > Quality Assurance practices
- > Principles and application of casemix
- > Chiron Production and Microsoft office software
- > Equal opportunity principles.
- > Knowledge of occupational health, safety and welfare principles and be aware of employee/employer responsibilities.

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > Previous experience working with Medical Records in a Health care environment.
- > Experience working with Canofile system.

Knowledge

- > Understanding of the Freedom of Information Act
- > Safe work practices
- > Knowledge of computerised Terminal Digit Index

Educational/Vocational Qualifications

- > Medical Terminology Certificate
- > Medical Record Clerks Course Certificate

ORGANISATIONAL CONTEXT

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

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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

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

Health Network/ Division/ Department:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
 - > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
 - > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
 - > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
 - > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
 - > **Resourceful -** We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
 - > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
 - > **Service -** We serve people and our communities courteously, fairly and effectively.
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Integrity Statement

As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of Integrity within SA Health.

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:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____

Role Title: _____

Date: _____

Signature: _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____