



## ROLE DESCRIPTION

<b>Role Title:</b>	Medical Records Officer		
<b>Classification Code:</b>	ASO2	<b>Position Number</b>	P43181
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Royal Adelaide Hospital, Queen Elizabeth Hospital, Hampstead Rehabilitation Centre and Repat Health Precinct		
<b>Division:</b>	Digital Design		
<b>Department/Section / Unit/ Ward:</b>	Health Information Services		
<b>Role reports to:</b>	Manager, Medical Records		
<b>Role Created/ Reviewed Date:</b>	Reviewed: Nov 2022		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The Medical Records Officer is responsible for the provision of an effective and efficient medical record service and upholding the integrity of the Electronic Medical Record (EMR) by scanning and performing quality assurance (QA) of paper forms for inclusion in the EMR in accordance with departmental Key Performance Indicators (KPIs).</p> <p>The Medical Records Officer is also responsible for partaking in auditing of the content of the EMR, coordination of autocoding, and provision of paper files for Outpatient Clinics, current inpatients, research and surgery, and facilitation of patient information to external health care providers to support ongoing care of the patient.</p> <p>The Medical Records Officer will work collaboratively with a multi-skilled team to provide a high-quality medical records service to internal and external customers and will contribute to the coordination of the day-to-day workloads.</p>
<b>Key Relationships/ Interactions:</b>
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>Responsible to the Manager, Medical Records Service through the designated Medical Records Assistant Manager and Supervisors.</li> <li>Works closely with other Medical Records Officers and relevant Health Information Services staff</li> <li>Liaises with clinical and administrative staff within the health service.</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>Health Care Providers, SAPOL, Office of the Coroner and various others.</li> </ul>

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> <li>• Liaises with external stakeholders including staff of other hospitals and health services, other external agencies, care providers and members of the public</li> <li>• Working under limited/reduced supervision, challenges include ensuring the accurate and timely scanning and quality assurance of documents in a high-pressure environment and in accordance with set KPIs, and retrieval of paper medical records to support direct patient care.</li> <li>• Handling customer queries and requests during challenging times and responding in a positive and professional manner at all times.</li> </ul>
Delegations:
N/A
Special Conditions:
<ul style="list-style-type: none"> <li>• It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>.</li> <li>• <i>For appointment in a Prescribed Position</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.</li> <li>• For ‘<i>Prescribed Positions</i>’ under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, the individual’s WWCCs must be renewed every 5 years from the date of issue; and for ‘<i>Approved Aged Care Provider Positions</i>’ every 3 years from date of issue as required by the <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997</i> (Cth).</li> <li>• Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>• 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees.</li> <li>• 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.</li> </ul>

## General Requirements:

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

- *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 by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

## Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

## 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 Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

#### **Resilience:**

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

#### **Integrity Statement:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Record Management	<ul style="list-style-type: none"> <li>• Scanning of all pertinent patient information documents into the EMR on a daily basis. Daily recording and reporting of statistics to supervisors and maintain databases to capture this information.</li> <li>• Ensure that all scanning and quality assurance duties are performed in an accurate and timely manner to support patient care, by adhering to department specific KPIs that support CALHN wide scanning KPIs</li> <li>• Prompt reporting of all scanner errors by Point of Service / external to medical record users, for follow up by Medical Records Supervisors.</li> <li>• Prompt reporting of obsolete or rogue medical record forms continuing to be used.</li> <li>• Maintain paper-based records by ensuring condition, content, security, storage, tracking, and sentencing of these meet the Australian and SA Health Standards and State Records legislation.</li> <li>• Processing and sourcing of historical paper based medical records from offsite storage facilities in an accurate and timely manner in accordance to departmental work instructions. .</li> <li>• Accurate tracking of paper medical records via the electronic medical records tracking system</li> <li>• Open and sort the internal mail into categories, defining documents for scanning, QA etc, including accurate and timely statistic keeping.</li> <li>• Provide front-line and telephone reception services.</li> <li>• Update patient demographic information via the EMR as required</li> <li>• Coordinate inter-hospital transfers of paper based medical records as required.</li> <li>• Maintain patient and information confidentiality at all times by understanding and adhering to the Privacy and Confidentiality guidelines and policies.</li> <li>• Apply the principles of the Code of Fair Information Practice which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information.</li> <li>•</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Provide support to the wider hospital community by monitoring and actioning requests / queries received to the generic scanning inbox, ensuring all emails are processed promptly, efficiently and with a high standard of communication</li> <li>• Correct scanning errors on the EMR in a timely manner to uphold the integrity of the medical record.</li> <li>• Provide a high standard of customer service by attending to all enquiries/requests from internal and external customers in a professional, courteous, positive and timely manner.</li> <li>• Liaise with staff from varying levels / disciplines and patients in an effective and friendly manner to foster exceptional customer service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide face to face customer service by performing courier duties to assigned wards and blue space multiple times per day and prompt collection of patient information for return to Medical Records for processing.</li> <li>• Role models a positive approach and commitment to customer service.</li> <li>• Ensure timely provision of patient information to general practitioners, authorised treating care practitioners and legal authorities (e.g. SAPOL) in accordance with established procedures, as required. Assist with the preparation of records for coroner and other legal requests as required.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Foster a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity and innovation.</li> <li>• Maintain positive teamwork by actively dealing with conflict and inappropriate behaviours expediently and effectively.</li> <li>• Promote open communication, trust and value between team members.</li> <li>• Participate in discussions and forums to enhance the format of the EMR and any procedures pertaining with it.</li> <li>• Performing audits of the EMR and contribute to analysing and evaluating the information on a continuous basis and recommending and implementing changes as required ensuring its effectiveness.</li> <li>• Maintain and support a culture of high performance, professionalism and continuous improvement.</li> <li>• Liaising with the Medical Record supervisors and reporting problems, discussing changes to procedures, participating in workplace efficiency trials, being involved in service improvement processes, clarifying policies etc. to ensure effective maintenance of the service</li> <li>• Assisting with training and supporting colleagues for development purposes, consistent with predetermined departmental procedures and guidelines</li> </ul>
Corporate Compliance	<ul style="list-style-type: none"> <li>• Maintain effective work practices.</li> <li>• Adopt procedures and practices which comply with the Work Health Safety Act.</li> <li>• Utilise all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position.</li> <li>• Take reasonable care to protect the health and safety of self and others.</li> <li>• Attend mandatory safety training programs as required</li> <li>• Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements such as: <ul style="list-style-type: none"> <li>▪ Disability Discrimination Act</li> <li>▪ Privacy Act 1988</li> <li>▪ Freedom of Information Act</li> <li>▪ SA Information Privacy Principles</li> <li>▪ Code of Conduct for Public Sector Employees</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Code of Fair Information Practice</li> <li>▪ Occupational Health Safety and Welfare Act</li> <li>▪ Workers Rehabilitation and Compensation Act</li> <li>▪ Equal Opportunity Act</li> <li>▪ South Australian Health Care Act</li> </ul> <ul style="list-style-type: none"> <li>• Contribute to the well-being of people in South Australia through participation 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 disaster</li> </ul>
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## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- Nil

#### **Personal Abilities/Aptitudes/Skills:**

- Ability to research, access, and apply information to support operations and customer requests.
- Withstand occupational physical demands requiring strength, posture and mobility include; repetitive tasks, lifting, sitting, pushing, pulling, bending, reaching and lifting (up to 10-15kg)
- Ability to work within a team environment, under a variety of workload circumstances.
- Ability to respond to all hospital staff, patients and visitors in a courteous, helpful manner.
- Proficient in the use of the Microsoft Office Suite.
- Proficient in literacy and numeracy skills.
- Proven ability to use initiative and exercise own judgement.
- Proven ability to organise own workload and manage prioritised tasks.
- Good interpersonal and effective communication skills
- Work effectively under pressure and with varying priorities to meet daily deadlines.
- Ability to act appropriately with matters of confidentiality

#### **Experience**

- Experience working with administrative and records management related policies and procedures.
- Experience in the operation of computerised records management or similar systems

#### **Knowledge**

- Knowledge of, or the ability to acquire knowledge of South Australia's policies relating to Workplace Health and Safety, Equal Employment Opportunity, Anti-Discrimination, Code of Conduct and contemporary Human Resource practices.
- An understanding of and respect for confidentiality.
- Proven knowledge of administrative processes, systems and technologies.
- Knowledge of the Policies and Procedures pertaining to a Medical Record Service.
- Working knowledge of hospital policies and procedures.
- Working knowledge of the inter-relationship of hospital departments.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- Completion of Medical Terminology training

#### **Personal Abilities/Aptitudes/Skills:**

- Ability to work under pressure and remain calm and courteous.
- Ability to contribute to mentoring and on-the-job training of others
- Keyboard / typing skills

#### **Experience**

- Previous clerical and/or customer service experience
- Previous experience working within a hospital or health services environment
- Previous experience using Sunrise or other electronic medical record.

#### **Knowledge**

- An understanding of basic medical terminology



## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

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

### 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 Strategic 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.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA

Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services. Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"><li>– I am there for my patients and colleagues when they need me most.</li><li>– I put myself in my patients and colleagues shoes to understand their needs.</li><li>– I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.</li><li>– I respect uniqueness in my colleagues, our patients and their families.</li></ul>
<i>Ideas driven</i>	<ul style="list-style-type: none"><li>– I look and listen to ensure I fully understand the problem and find a solution.</li><li>– I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.</li><li>– I invest in my own learning and look for opportunities to explore and introduce new ideas.</li><li>– I am interested in critical research and how it informs creative thinking.</li></ul>
<i>Future focussed</i>	<ul style="list-style-type: none"><li>– I embrace leading practices and use them to evolve our ways of working.</li><li>– I lead and support change to improve patient and organisational outcomes.</li><li>– I am constantly on the look-out for opportunities to improve.</li></ul>
<i>Community minded</i>	<ul style="list-style-type: none"><li>– I put my hand up to lead work that matters.</li><li>– I am accountable and focused on value.</li><li>– I value and champion diversity.</li><li>– I embrace collaboration and constructive partnerships.</li></ul>

### 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.

## Approvals

### Role Description Approval

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

**Name:**

**Role Title:**

**Signature:**

**Date:**

## **Role Acceptance**

### **Incumbent Acceptance**

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

**Name:**

**Signature:**

**Date:**