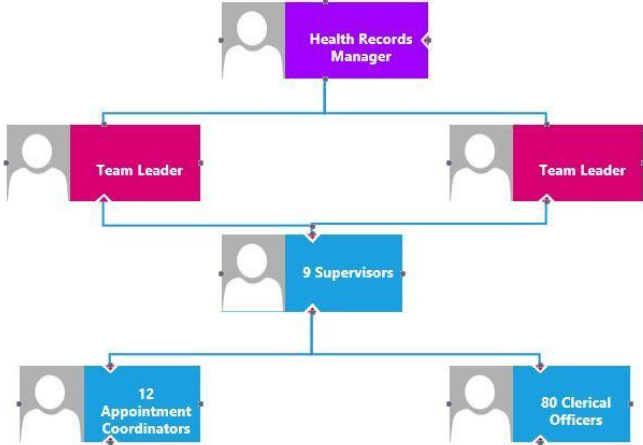


Job Description

1.	Job Identification	<p>Job Title: Band 2 Clerical Officer – Health Records</p> <p>Responsible to: Supervisor</p> <p>Department: Health Records</p> <p>Directorate: Digital and Information</p> <p>Operating Division: Corporate Services</p> <p>Number of Job Holders: 80</p>
2.	Job Purpose	<p>Responsible for the day-to-day clerical support relating to all areas of Health Records including Outpatients, Libraries, Discharge Tidy MIU, DHRS, and Scanning.</p> <p>The post holder will rotate through a variety of roles within the department including Reception, Clinic Prep and Appointment Booking Office.</p> <p>The post holder will also provide cover to discharge tidy, libraries and scanning.</p>
3.	Organisational Position	 <pre> graph TD HRM[Health Records Manager] --> TL1[Team Leader] HRM --> TL2[Team Leader] TL1 --> S[9 Supervisors] TL2 --> S S --> AC[12 Appointment Coordinators] S --> CO[80 Clerical Officers] </pre>
4.	Role of Department	<p>The overall aim of Digital & Information is to deliver and maintain a comprehensive integrated digital information technology and health information strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.</p> <p>This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations</p>

The Digital & Information has approximately 300 staff, a revenue budget of approximately £11m, annual capital budget of approximately £1m. The eHealth Directorate comprises the following departments:

- **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services, and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI's and SLA's.
- **Strategy and Programmes** - responsible for the development of the medium to long term eHealth/IM&T Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services, Information Governance and Business Intelligence Acute, Partnerships and Public Health Scotland (previously ISD).
- **Health Records** – 24 hr delivery of a comprehensive Health Records Service across NHS Fife incorporating Clinical Coding, Information Management, Inpatient Services, Emergency Department, Minor Injuries Unit, Records Libraries, Scanning, Subject Access Requests, Outpatients, Waiting Times, Overseas Visitor Status and NHS Fife Switchboard.
- **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance, and facilities management activities.

5. Key Result Areas

- Responsible for the running of all clinic lists for the 4 acute sites and pulling all casenotes from library and secondary store
- Responsible for the tracing of casenotes not held within the library or secondary store, determining the location of the casenote, and retrieving them
- Prep of new casenotes as required
- Requesting casenotes from other hospital sites
- Prepping of all casenotes for outpatient clinic as per department procedure
- Boxing of casenotes for sending to any of the acute sites
- Prepping of paperwork for Paperlite clinics
- Processing of all electronic referrals received from GP's
- Manual upload of referrals to SCI Store and Trakcare
- First point of contact for patients at the main reception desks as well as the specialty specific satellite desks and virtual reception
- Arriving patients for appointment ensuring all demographics checks are completed and patients notified if clinics are delayed
- Prepping, scanning, validating, and auditing via computerised PAS
- Tidy casenotes as per local guidance to enable the coding team to submit relevant data to PHS
- Process appointments, including DNA'S and ensure clinics are "cashed up".
- Liaise with consultant and medical team providing administrative support and with nursing staff to ensure smooth running of clinic
- Deal with telephone enquiries in respect of the clinic, promptly and efficiently.

	<ul style="list-style-type: none"> • Call answering within the booking team from patients calling to query, cancel and reschedule appointments ensuring they adhere to the reasonable offers guidelines. • Provide cover for other clinic areas and specialities as required. • Endeavour to address any local patient dissatisfaction where possible. • Compliance with all aspects of GDPR and Patient confidentiality • The post holder, with appropriate training given, will be expected to cover other same grade Health Records posts across all sites to support the overall service in times of staff shortage or workload pressure. • Process letters for Long Waiting patients • Process patients added to ACRT and PIR pathways • Addition of patients to the Return Waiting List • Ad hoc duties as assigned
6.	Equipment and Machinery
	<ul style="list-style-type: none"> • Personal Computer • Follow you printer/Copier • Barcode label printer • Desk phones and handheld Dect phones • Microtech scanners
7.	Systems
	<ul style="list-style-type: none"> • Trakcare • Queuebuster Call handling System • Netcall Patient Hub • Datix • Turas • iMatter • Intranet/Internet • Microtech • Microsoft 365 • SCI Store • Tiara • NaSH • MICAD • Stafflink by Blink • Terminal Digit Filing System
8.	Assignment and Review of Work
	<p>Workload is generated by the needs of the service and on instruction from the supervisors, team leader and manager.</p> <p>Postholder is expected to work on own initiative and be innovative and proactive in organising all tasks assigned to them</p> <p>Ad hoc workload will be allocated by the Supervisors/Team Leaders/Manager</p> <p>Line management support is provided by regular staff meetings and annual Turas</p>

	meetings.
9.	Decisions and Judgements
	<p>The post holder will work to clearly defined timescales for routine duties and will be directed by the Supervisor, Team Leader, or Health Records Manager in non-routine tasks.</p> <p>Post holder will be expected to use initiative to make decision regarding workload priorities.</p>
10.	Most Challenging/Difficult Parts of the Job
	<p>By its nature, the Health Records service interacts with a wide range of services and specialties within the NHS. The resulting dependencies placed upon the service are numerous, varied, and complex and require the post-holder to continually review their workload and skill set and priorities as appropriate.</p> <p>The ability to travel across 4 sites when required whilst managing time effectively, prioritising work to meet competing demands.</p> <p>Fitting in appointments when clinics are overbooked/cancelled/reduced, etc – the post holder may require to contact Supervisor/Health Records Manager/clinical staff to discuss and agree how to resolve.</p> <p>Ensure casenote tracking is accurate at all times to reflect the casenotes current location.</p> <p>Dealing with anxious or upset patients/relatives in out-patient reception and waiting areas when there are delays in out-patient clinics or when there are errors re appointment dates/times (either patient's or hospital's mistake) and trying to resolve to patient's satisfaction.</p> <p>On a daily basis role entails repetitive manual handling, lifting casenotes and manoeuvring trolleys containing health records.</p> <p>Highly developed concentration and accuracy required to ensure patient documentation is filed in accordance with local procedures.</p>
11.	Communication and Relationships
	<p>The postholder will be expected to demonstrate sensitively an awareness of “politically” sensitive issues and recognise the need to adjust style and behaviours to accommodate different situations and cultures</p> <p>The postholder needs to be competent in a wide range of communication skills i.e., negotiations, active listening, difficult behaviours, reassurance, and persuasion</p> <p><u>Internal</u> Medical/Nursing/Allied Health Professionals/GPs</p> <p>Colleagues in the Digital Directorate associated with managing the patient administration/information systems utilised by all staff.</p>

	<p>Verbal, written and e-mail communication with a wide range of staff including attendance at many meetings in person or via Teams</p> <p><u>External</u> Patients and their relatives when enquiring about appointments, directions, and advice. Ambulance staff Volunteers</p>
12.	Physical, Mental, Emotional and Environmental Demands of the Job
	<p>The geographical spread of Health Records services locations across Fife may result in the post-holder travelling across the 4 sites.</p> <p>The wide-ranging aspects of the post-holder's role require that responses are given to enquiries for advice or information from patients and external agencies within very short timescales. Switching tasks frequently is an inevitable consequence of this type of interaction.</p> <p><u>Physical skills:</u> Keyboard skills requiring a high degree of speed and accuracy.</p> <p><u>Physical demands:</u> Frequently retrieving and filing health records which involve bending, crouching, and stretching. Preparation and tidying of medical records which involves repetitive movements for a large part of the day.</p> <p><u>Mental demands:</u> Concentration required when preparing casenotes and entering and retrieving data from patient administration system. Coping with frequent interruptions and competing demands from clinical staff and work-related queries. Concentration required driving between sites on a regular basis.</p> <p><u>Emotional demands:</u> Exposure to clinical information. Interface with distressed patients and relatives. Dealing with personal problems of own staff which may have an impact on the day to day running of department. Potential exposure to clinically unwell patients which may cause distress.</p> <p><u>Working conditions:</u> Use of computer for extended periods Frequent exposure to dusty conditions in archive storage area. Work within small, cramped areas within the libraries. Occasional exposure to increased noise levels when working in a shared office Occasional exposure to verbal aggression (patients and/or staff)</p>
13.	Knowledge, Training and Experience required to do the Job
	<p>Good standard of education including English is essential</p>

	<p>Previous Health Records / Clerical / Admin experience is desirable Knowledge and experience of patient administration system, outpatient clinic systems and case note make up and procedures is desirable</p> <p>Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23</p> <p>Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice.</p>
14.	Job Description Agreement
	A separate job description will need to be signed off by each job holder to whom the job description applies:
	Job Holders Signature: _____ Date: _____
	Head of Department Signature: _____ Date: _____

Version	Date	Comment
V1.0	01/12/2004	Implementation of Agenda for Change
V1.1	Feb 2019	Updated to reflect current Health Records status/scope.
V1.2	Feb 2023	Updated to reflect current Health Records status/scope.