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| JOB DESCRIPTIONJob Title EPR Assistant **Department(s)** IM&T CAJE ID: NHSL19/051 **No of Job Holders**  3 |

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| 1. **JOB PURPOSE**   To liaise closely with Health Records Managers, Directorate Support Managers, Clinicians and eHealth to assist in the process of scanning, compression and uploading of records and to ensure the data quality of the electronic record.  The post will work across the Health Records Services structure however the postholder may be the designated lead for particular workloads and customers. |

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| **3. ORGANISATIONAL POSITION**  University Hospital Wishaw Health Records Manager  University Hospital Wishaw Health Records Manager  University Hospital Wishaw Health Records Manager  Assistant Health Records Manager  Team Leader EPR systems  Scanning Bureau Supervisors  EPR Assistant  (This Post) |
| **4. SCOPE AND** RANGE  Health Records Service forms part of the e-Health corporate function.  The department provides records management best practice in relation to the creation, use, storage, management and disposal of paper and electronic records within NHL Lanarkshire. Provides information on legal obligations that apply to records and sets out recommendations for best practice to assist in fulfilling these obligations for example adhering to National Information Governance Standards  Internal customers are across Acute, Health and Social Care Partnerships and eHealth. External recipients include system providers, Information Services Division and other Health Boards. |
| **5. MAIN DUTIES/RESPONSIBILITIES**  Assist in the development and use of EPR and Health Record systems  Responsible for carrying out data quality checks on scanned documents, amending records where appropriate to provide a quality EPR  Responsible for the ongoing management of electronic Alerts on multiple systems  Assist in the training, scanning, compression and upload process of scanned documents to Portal  Assist in the daily completion of Statistical Information related to Scanning Bureau  Troubleshoot minor technical issues by understanding of patient journey as well as the configuration of both hardware and software for new and existing Health Records systems.  Keep up to date EPR issues log including completion dates    The use of office software and application systems including Portal, DartEDM and Adobe    Liaise with Supervisors and Health Records Management |

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| **6. EQUIPMENT & MACHINERY**  The post requires advanced use of computers including highly developed knowledge of scanning, compression, creation of xml and uploading processes using MS Office EDM Clinical Portal PMS and TrakCare. |

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| **7. SYSTEMS**  Development, maintenance and management contributions to a number of wider systems for the successful EPR. Preparation and completion of internal NHSL EPR quality assurance and performance management reports and interpreting these where necessary. |

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| **8. DECISIONS & JUDGEMENTS** Uses own initiative in working to plan and organise workload to manage requirements of the NHSL EPR prioritising routine quality assurance, error correction and pro-active changes to reduce reliance on scanningRequires frequent analysis of facts or situations utilising specialist knowledge of data, definitions, standards and processes.Delegated responsibility for supervision of some staff including training and distribution of work. |

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| **9. COMMUNICATIONS & RELATIONSHIPS**  Outwith department and function, the main relationships are with operational management and administrative staff in various divisions of NHS Lanarkshire. Additionally the post requires frequent interaction with clinical staff, other organisational directorates.  Involves presentation and receipt of confidential and specialist data information on a regular basis by direct and electronic communication.  Also provision of advice, analysis, and interpretation on EPR use, processes and development and instruction on application of standards supporting clinical decision making |

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| **10. DEMANDS OF THE JOB (physical, mental, emotional)**  Use of keyboard and VDU for the majority of the working day paying particular attention to both speed and accuracy.  Frequently required to concentrate for prolonged periods when processing and analysing data statistics, checking information, making calculations and when answering queries from staff |

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Being able to exercise judgement and skill to prioritise a conflicting and demanding workload. Liaising with clinical staff/ departments/individuals requires an understanding of other staff priorities and workload.  Prioritising the fluctuating workload to ensure that both regular quality assurance and ad hoc error fixing and issue resolution are accurately met within required deadlines. Improving the quality of information through liaison with staff involved in the capture of data. |
| **12 KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**  Educated to HND/HNC level or equivalent, plus experience within Health Records scanning environment  A specialist knowledge and experience of the patient journey, scanning and application of Clinical Documentation indexing standards application of NHS data definitions, information standards and policies is required.  Effective communication skills are required to present and advise on EPR processes and implications and provide instruction and guidance on procedures and standards.  An ability to identify and resolve straightforward technical and organisational obstacles to the EPR production process is required.  Planning and organising of own workload is required. |
| **Job Description Agreement**  **Job Holder’s Signature**  **Print Name**  **Date**  **Head of Department Signature**  **Print Name**  **Date** |