

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title:	CLERICAL OFFICER (AYR & CROSSHOUSE HOSPITALS)
Responsible to (insert job title):	HEAD OF INTEGRATED HEALTH RECORDS SERVICES
Department(s):	HEALTH RECORDS
Directorate:	ACUTE SERVICES
Operating Division:	GENERAL HOSPITALS DIVISION
Job Reference:	HR21
No of Job Holders:	
Last Update (insert date):	18 FEBRUARY 2015

### 2. JOB PURPOSE

To provide a clerical service to clinicians throughout the division, ensuring that procedures are in place to initiate and maintain accurate and up to date patient caserecords to support clinical care. Administration of all out-patient appointment systems and waiting lists, facilitating equitable access to specialties across the division.

### 3. DIMENSIONS

	Ayr, Biggart & East Ayrshire	Crosshouse	Ayrshire Maternity Unit
No of Beds	607	626	56
No of Discharges	40,569	48,776	6,121
Out-Patient Clinic Attendances	205,260	235,857	7,818
- New attendances	58,545	66,335	2,446
- Review attendances	146,715	169,522	5,372
Accident & Emergency Attendances	44,926	73,978	N/A
Staff in Post	118	179	23

### 4. ORGANISATIONAL CHART

Please see attached.

### 5. ROLE OF DEPARTMENT

The aim of the Health Records Service is to ensure that procedures are in place to bring together the Health Professional and accurate, relevant patient documentation at the correct time and place to support patient care. Clinical data is now held within a variety of mediums and the department is at the forefront, harnessing the potential of the various computer systems both administrative and clinical to support delivery of optimal clinical care fit for today's modern Health Service.

#### The service comprises of 6 main elements:

- Control and maintenance of patient appointment systems
- Initiation, retention safe-keeping and production of patients' records
- Registration and recording of all patient encounters

- Compilation, validation and submission of all Scottish Morbidity Records and statistical returns
- Provision of administration service to respond to data requests made under the relevant "Acts"
- Provision of clerical, administrative and reception services to support clinicians in the delivery of clinical care

## **6. KEY RESULT AREAS**

- To provide the hospital with accurate patient related data through the constant and continual retrieval and input of data through the Patient Management System.
- To initiate the patient consultation by :
  - recording Accident & Emergency attendances
  - undertaking the admission process for all patients requiring in-patient/day case care.
  - recording out-patient attendances and undertaking follow-up action including recording of outcome/out-patient treatment data.
- To receive patients at hospital or peripheral clinic sites, checking all personal and demographic details, updating patient administration system and caserecords as required.
- To receive and file Laboratory reports received from a variety of sources.
- To retrieve patients records for medical secretarial and clinical enquiries (abnormal laboratory reports etc)
- Photocopying of caserecords or extracts for a variety of purposes, e.g. subject access requests, other hospitals, Benefits Agency and legal purposes.
- To enable the out-patient consultation/treatment to commence/continue by the recording of referral information.
- Production and maintenance of accurate out-patient clinic schedules through recording, issuing and rescheduling of appropriate appointments in accordance with Clinical protocols.
- To provide advice and guidance to patients, relatives and carers on appointments, admissions and data access related issues.
- To enable the consultation/admission to take place by production, tracing and timely delivery of comprehensive and up to date caserecords to the correct ward/department.
- To ensure future availability of caserecords by timely collecting, sorting, tracing and filing.
- To provide fully validated national statistical information by recording in-patient, day case and out-patient activity on a daily basis in accordance with ISD conventions.
- To process incoming/outgoing departmental mail by accurately sorting/collating and distributing.
- To convert paper records to scanned image.
- To maintain caserecord storage systems through effective culling and destruction.
- Demonstrates own activities to new or less experienced staff.

## **7a. EQUIPMENT AND MACHINERY**

- Photocopier
- Fax
- Personal Computer
- Bar Code scanning and reading devices
- Telephone system
- Shredder

## **7b. SYSTEMS**

Postholder uses the Patient Management and Emergency Department Systems. These are

bespoke patient administration management systems which encompass all tasks involving the management of the patients' administrative data as well as the initiation, retention and maintenance of the manual paper caserecord. The Postholder creates new patient records, amends and deletes data according to the policies and procedures which are defined within the department.

Maintains manual health records filing system  
TrakCare Patient Management System  
Symphony Emergency Department System  
Clinical Information System (Beatson Oncology Centre)  
Microsoft Office Package  
Hospital Intranet  
Electronic Notice Boards

## **8. ASSIGNMENT AND REVIEW OF WORK**

Much of the work is generated from patient activity, i.e. out-patient referral letters, patients' presenting for admissions, Accident & Emergency care or out-patient appointments. A large element of the department's workload is dedicated to out-patient services and much of this work is planned. Each Clerical Officer working within the Clinic Preparation and out-patient reception area has a weekly timetable which details their workload. Workload within the Accident & Emergency and Admissions area is generated by patient attendance and via elective admission lists which are received via the medical secretarial staff. The Postholder is responsible for organising their own day to day tasks in order to complete their daily tasks.

The Postholder requires to exercise their own initiative in dealing with issues which are presented from patients and members of the public. The Postholder requires to have a broad understanding of the Health Service as well as Health Records Department policies and procedures in order to be able to answer queries and resolve problems.

A set of written policies and procedures are available for each department which staff can access as a reference tool.

Problems and issues are raised with the appropriate Supervisor as they arise or next working day in the case of night duty staff.

Each Postholder reports to a section Supervisor who is available to provide guidance. Each Postholder is subject to review under the Personal Development and Review Process.

## **9. DECISIONS AND JUDGEMENTS**

The Postholder participates in Section meetings and assists with the formulation and refinement of departmental policies and procedures.

Patients, relatives and carers make various enquiries concerning appointments, admissions, waiting lists, data subject access requests etc and the Postholder acts as a minor information bureau providing information and guidance on non-clinical matters concerning the patient referral process.

Giving admission / discharge dates to Benefits Agency for patients who have been admitted and discharged from hospital. Advising Police of the name of the Consultant patients attended.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The Health Records Clerical Officer is often the first point of contact patients and members of the public have with the Health Service. Patients can be anxious and require to be given time and reassurance. General Practitioners and other Clinicians have frequent contact with the Department in order to arrange patient referral. The Postholder requires to have a broad understanding of the referral pathway and the protocols associated with each service.

In order to meet the exigencies of the service the Postholder requires to multi-task as situations can change from hour to hour and day to day. The Postholder requires to be able to undertake a variety of tasks whilst prioritising workload in order to meet tight deadlines associated with the arrival of the patient for their Consultation or admission.

Dealing with issues and complaints raised by patients, carers and general practitioners, ensuring that issues are investigated and dealt with in a sensitive and diplomatic manner.

## 11. COMMUNICATIONS AND RELATIONSHIPS

WHO	METHOD	NATURE
Medical Secretaries	Telephone, face to face, in writing	Obtain patient records and investigation reports. Arrange appointments and follow up action
Diagnostic departments (e.g. Radiology, cardiology etc)	Telephone, face to face, in writing	Obtain patient records and investigation reports
General Practitioners and General Practice staff	Telephone, face to face, in writing	To obtain referral letters and investigation results, check patient demographic information
Ambulance Services	Telephone, face to face, in writing	To arrange patient transport
Clinical and Nursing staff	Telephone, face to face	To answer enquiries and relay messages etc
Patients, relatives and carers	Telephone, face to face, in writing	Arrange / re-schedule / notify appointments, answer queries and take / relay messages and information
Other Hospitals	Telephone, in writing	To obtain caserecords, arrange follow up of patients and obtain additional clinical data
Benefits Agency	Telephone, in writing	To provide admission / discharge / patient attendance dates
Practitioner Services Division	Telephone, in writing	To verify patient demographic data
Allied Healthcare Professionals	Telephone, face to face	To deal with patient enquiries and provide access to health records

Research Bodies	Telephone, face to face, in writing	To retrieve and release patients records and data extracts
Registrar of Births and Deaths	Telephone, in writing	Notify births and deaths and deal with resulting queries
Surgical Appliance Officer	Telephone, face to face	Dealing with patient enquiries and arranging follow up appointments

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **PHYSICAL EFFORT**

Manual Handling of heavy caserecords. Lifting, bending and stretching.  
Pushing trolleys and pulling caserecord bags and carriers.  
Sitting for periods of time using VDU and telephone.  
Considerable amount of walking between departments.  
Assisting wheelchair users.

### **MENTAL DEMANDS**

Frequent interruptions both face to face and by telephone  
Work requires to be completed according to tight timescales  
Constant change in priorities due to initiatives such as out-patient management programme etc.  
Staff require to be able to prioritise tasks.

### **EMOTIONAL DEMANDS**

Dealing with concerned and sometime irate patients, relatives and staff.  
Maintaining confidentiality and anonymity concerning relatives, friends and colleagues who may be attending as patients.  
Dealing with anxious and upset patients and bereaved relatives.

### **ENVIRONMENTAL DEMANDS**

Exposure to anxious individuals (daily)  
Exposure to verbal aggression (occasional)  
Exposure to dusty environment (caserecord filing systems, shredding)  
Exposure to warm working environment (daily)  
Contact with patients body fluids (occasional)  
Risk of infection from contact with clinical areas (occasional)

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRE TO DO THE JOB**

Knowledge acquired through relevant experience, or SVQ Level 2 in Administration /Information Technology or equivalent.

ECDL or equivalent.

Good communication and interpersonal skills.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

#### 4. Organisational Chart

