

Job Description

Patient Administration Clerk

Patient Administration Services

Position Title:	Patient Administration Clerk
Organisation Unit:	Patient Administration Services
Location:	Whangarei Hospital, Te Whatu Ora Te Tai Tokerau
Responsible to:	Patient Administration Services Manager, PAS, Te Whatu Ora Te Tai Tokerau
Primary Functions of the Position:	<p>Safely manage patient information securely and accurately through multiple applications before, during and after the patient Journey for all Services within Te Whatu Ora</p> <p>Frontline contact with patients and public ensuring accurate and helpful information is delivered, while adhering to the Organisational Values when serving as the Information Centre for Te Whatu Ora</p> <p>Improving the quality of identity data within the National Health Index (NHI) and data submitted to National Collections for all patients that attend services within Te Whatu Ora</p> <p>Service must meet all MOH Targets and tasks are to be completed within set timeframes and within budgetary commitments while maintaining a Customer Centric focus.</p>

Functional Relationships

The Patient Administration Clerk will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> All Departments / Services of Northland DHB Administration Staff Clinical Staff 	<ul style="list-style-type: none"> Other DHB's Other Health Agencies General Public Other Businesses Government Departments

Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Patient Administration Clerk encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Search and Register Patients on the NHI
- Add, Modify or Delete Patients Medical Alerts
- Record Patient Ethnicity
- Update Patient Demographic
- Assess Non-Eligible Patient indicators and Identify
- Information Centre for all Services and Public
- ADT – Admissions, Discharges and Transfers of all Te Whatu Ora patients
- Log patients in and out of Emergency Departments
- Data Quality Audit
- Deceased Patient Maintenance
- Cashier
- Miscellaneous
- Team Support
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within District Health Board management processes and procedures Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner Attend the Northland District Health Board Te Tiriti o Waitangi Training
<p>Search, Identify and Register Patients on the National Health Index (NHI) for all Te Whatu Ora Services</p> <p>Identify Patients with Multiple NHI's</p>	<ul style="list-style-type: none"> Identify the correct patient and NHI for referrals, visits to the hospital, tests, medication prescriptions and patient-related correspondence. Correct identification of the patient is a critical aspect of clinical safety. Identify and Refer Multiple NHI's to merge clerk for investigation and possible merge Complete 'Medical Records Document' advising Clinicians of multiple NHI's to ensure Clinician has visibility of full patient history <p>MOH target</p> <ul style="list-style-type: none"> Duplicate NHI's >1.00% and < or = 3.00% based on total of registrations created versus number of duplicate registrations per DHB quarter.
Medical Alerts reviewed, modified, deleted or added	<ul style="list-style-type: none"> To accurately warn all Clinicians of any known risk factors that may be important when making clinical decisions about patient's care.
Recording of ethnicity in new NHI registration and in existing NHI record	<p>MOH target</p> <ul style="list-style-type: none"> > 0.50% and < and = 2.00% for accurate ethnicity entered for a new Registration per quarter
Information Centre	<ul style="list-style-type: none"> All calls answered within 6 rings One call resolution where possible. Friendly, welcoming contact with patients and public that visit our Service for admissions and queries All calls and visits resolved with accurate information. If unsure, seek support and find the right answer

Key Responsibility Area	Expected Outcomes
<p>Patient Demographic Updates</p>	<ul style="list-style-type: none"> • Update all demographic fields for all Te Whatu Ora patients that come through our Central Referral Office via RMSlite, emails and the Emergency and Admission Department • Take information over the counter or visit patient's bedside in ED and update demographic fields in the Patient Management System –webPAS • Fields must be updated accurately to ensure safe treatment for patients during and after their visits. • Review and update GP details with every visit for safe continuation of patient care. <p>MOH target</p> <ul style="list-style-type: none"> • All key fields – name, date of birth, gender updated accurately so patients identity is not confused (overlay) measured by MOH every quarter. Addresses are accurately entered and validated to ensure safe follow up care for patients and funding for correct domicile. <i>This measure will be added to the quarterly reporting from MOH in the coming quarters</i>
<p>Assess indicators to identify patients that may not be eligible for Publicly Funded Health care</p> <p>Invoicing non eligible patients in our Emergency Department</p>	<ul style="list-style-type: none"> • Checking the eligibility of patients is the responsibility of all health providers who administer government-funded care. All patients that come through Te Whatu Ora must have indicators checked and be assessed. Possible non funded patients must have their paperwork completed and sent to the eligibility officer. Visit patient's bedside in ED to complete paperwork • Patients that visit our Emergency Departments and may be chargeable are to be invoiced and details sent to the Eligibility Officer.
<p>ADT- Admissions, Discharges and for ALL Services under Te Whatu Ora umbrella</p>	<ul style="list-style-type: none"> • Complete all Admissions, Discharges and Transfers for Te Whatu Ora abiding by all Business Rules and accurately completing all fields to meet MOH NMDS standards. • All Admissions, Discharges and Transfers to be completed in a timely matter for Clinical staff to then pick up the patients in Trendcare and Concerto. Delays will affect patient care and real time reporting • Support all wards in all hospitals under Te Whatu Ora umbrella and mental health sub-acute units to correct dates, times, transfer and discharge errors.
<p>Emergency Department</p>	<ul style="list-style-type: none"> • Accurately enter patients in and out of all 4 emergency departments in webPAS with EDaaG as the source of truth

Key Responsibility Area	Expected Outcomes
Data Quality Audit	<ul style="list-style-type: none"> • Check and action patients booked but not admitted • If surgical booking list patient, notify appropriate service • Audit renal admissions every morning • Correct ADT errors via MIS reporting and phone calls from the ward clerks • Correct invalid addresses on webPAS • Ensure accurate demographic information and investigate and update where necessary • Update JADE and webPAS demographic mismatch • Fully download all incorrectly downloaded patients
Enter patients as deceased on webPAS	<ul style="list-style-type: none"> • Receive notification of deceased patient and enter decease patient on webPAS and on the intranet and JADE • Notify all appropriate departments and GP and appropriate external services • Complete deceased form and send to Clinical Records for filing • Investigate differences between MOH information and Te Whatu Ora information and accurately update information
Cashier receipting payments. Balance end of each day. Banking to be completed weekly and end of every month	<ul style="list-style-type: none"> • Receive and receipt payments for room bookings, dental payments, ineligible patients and other on Oracle. • Action petty cash and NTA payments • Receive cash or eftpos
Mortuary Access	<ul style="list-style-type: none"> • Ensure only authorised personnel have access to Mortuary
ACC M45 forms electronically entered on the ACC website	<ul style="list-style-type: none"> • E-lodge all ACC forms for all ACC patients attending Whangarei Emergency Department. • Forms to be completed accurately and in a timely manner to ensure safe follow up care for patients • Send incomplete forms back for more information
webPAS, EDaaG, Concerto, HUI, ACC, NIR, RMSlite, Microsoft Office, JADE, Te Whatu Ora reporting, EFTPOS, Oracle	<ul style="list-style-type: none"> • Working knowledge and upskilling and training of all applications required to perform all necessary duties accurately and in a timely manner
<p>Responds and actions callouts for emergency calls</p> <p>Switchboard Calls</p>	<ul style="list-style-type: none"> • Accomplishes accurate coordination of Desigo Alarms • Comprehensive knowledge of protocol and process for all emergency calls. • Demonstrates professional and accurate use of the Public Address System and code calls • Respond to all calls promptly and transfer them accurately to the appropriate destination • Always maintain professionalism and courtesy when answering calls.

Key Responsibility Area	Expected Outcomes
General Administration	<ul style="list-style-type: none"> • All administrative changes communicated to the whole team • Maintain desk files to a high standard that all users can understand. • Sort and distribute mail on a daily basis and prioritise with paper referrals a priority • Request notes from other DHB's and send information requested from other DHB's • Release of Information after hours e.g. Urgent Police requests • Research and list all 'patient visits' in a letter as requested by the patient for WINZ or other purposes • Maintains confidentiality at all times • Various ad-hoc administration tasks specific to the Department
Communication clerks, ED receptionists, Ward Clerks	<ul style="list-style-type: none"> • Cover all positions as per desk manuals and Job Descriptions
Team Support	<ul style="list-style-type: none"> • Work cohesively together as a group of people, towards our common goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance
Health & Safety	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> • Practicing and observing safe work methods; • The use of safety equipment; • Reporting unsafe conditions or equipment; and • Reporting and documenting all accidents or incidents
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau • Complete mandatory induction training on Privacy responsibilities <ul style="list-style-type: none"> • Report any breaches or potential breaches of confidentiality to Manager • Responses to information requests are peer reviewed before release • Documents no longer required to be kept will be disposed of using the 'confidential' bins • Ensure accurate release of information to correct addresses and request consent from customer to send to an email address

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> Tertiary qualification or relevant work experience 	<ul style="list-style-type: none"> Hospital Administration qualification Medical Terminology qualification

Experience

Essential	Desirable
<ul style="list-style-type: none"> At least 5 years' administration experience working in a clerical environment in the health sector Excellent computer skills and experience using Microsoft Office and a variety of clinical and non-clinical IT systems 	<ul style="list-style-type: none"> Working knowledge of the Privacy Act and how it relates to health information

Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> Demonstrate alignment with Te Whatu Ora values 	<ul style="list-style-type: none"> Te Tiriti o Waitangi and its application to the health setting Privacy Act (2020) and Health Information Privacy Code (2020) Health and Safety at Work Act 2015 Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996) New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> Ability to provide analytical analysis and solution/outcome focused Ability to work autonomously and as part of a flexible team environment Demonstrate high level organisational skills with attention to detail Demonstrate excellent communication skills (oral and written) and the ability to engage with a variety of stakeholders Be methodical, logical and calm and resolve conflict Influence and support change Demonstrate an enthusiastic personality and a good sense of humour Be resourceful and resilient; able to cope under pressure

- Challenge and question the 'status quo' (i.e. processes and systems) and facilitate the development of innovative and workable performance improvements
- Discretion and confidentiality essential
- Microsoft Office suite
- Outlook
- Proven ability to meet deadlines and prioritise workload.

Personal Attributes

- Sets high standards and strives to achieve goals
- Proactive and displays initiative
- Copes with stress, is resilient to change and understands personal limitations
- Maintains enthusiasm in the face of difficult challenges and seeks alternative strategies to achieve goals
- Ability to adapt and work effectively within a variety of situations and with various individuals or groups
- Considers options, identifies pros and cons and makes effective decisions based on evidence and within appropriate timeframes and levels of responsibility.
- Recognises scope of role and acts accordingly
- Works effectively with others to accomplish organisational goals and to identify and resolve problems
- Demonstrates high levels of active and empathetic listening
- Facilitates goal achievement
- Displays cultural sensitivity and values diversity
- Appreciates insights and ideas of all individuals and works effectively with these differences
- Motivated to provide quality customer-focused service, actively seeking to improve both departmental procedures and personal performance
- Expressing ideas effectively (including non-verbal communication) in individual and group situations; adjusting language and terminology to the characteristics and needs of the audience.
- Working effectively with others in the organisation outside the line of formal authority (such as peers in others departments or senior management) to accomplish organisational goals and to identify and resolve problems.

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of
employee: _____

Date: _____