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| **POSITION DESCRIPTION** | logo300 |

Dec 19

This Position Description is a guide and will vary from time to time and

between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. |
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| Organisational VisionThe CDHB’s vision is to improve the health and wellbeing of the people living in Canterbury.Organisational Values* Care & respect for others
* Integrity in all we do
* Responsibility for outcomes
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| **POSITION TITLE:** | Booking Co-Ordinator |
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| **REPORTS TO (Title):** | Team Leader, Haematology |
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| **REPORTS ON A DAILY BASIS TO:** | Team Leader, Haematology |
| **PRINCIPAL OBJECTIVES:**  |
| To co-ordinate the outpatient clinic bookings and associated activities to ensure patients are seen within Departmental and MOH timeframes and guidelines and provide reception services within the Haematology Service |
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| **FUNCTIONAL RELATIONSHIPS:**(Who are the customers/consumers/patients) |
| **INTERNALLY:** |
| 1 | Haematology staff |
| 2 | Team Leader |
| 3 | Haematology Outpatients Department Clinical Directors  |
| 4 | Haematology Day Ward, Medical Day Unit and Ward Staff |
| 5 | Other departments of Christchurch Hospital as required |
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| **EXTERNALLY:** |
| 1 | Patients and their families / whanau / carers |
| 2 | General practitioners |
| 3 | Other DHB staff |
| 4 | Other public and private sector health agencies |
| 5 | Cancer Society |

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| **KEY PERFORMANCE OBJECTIVES:** |
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| **Task** | **To administer the Outpatient Booking System** |
| Measure | * Referrals are date stamped, actioned promptly and acknowledged on receipt
* All data is entered into the Patient Management Systems booking module accurately and in a timely manner
* Work closely with the triaging Haematologists to ensure that patients are booked into appointments in an appropriate timeframe
* Work closely with other booking co-ordinators to ensure patients treatment schedules are co-ordinated and booked appropriately
* All urgent referrals are allocated to the earliest possible clinic
* Appointments are made, patients are advised and appointment letters are sent in advance in accordance with the current policy
* Clinical opinion is obtained regarding any re-categorisation queries from General Practitioners or other referral sources
* Liaise with medical staff in clinics and day wards to ensure bookings are managed appropriately according to treatment protocols, with the needs of a patient a priority
* Cancellations are kept to a minimum by liaising with medical staff over conference and other leave commitments.
* Appointments for future outpatient’s attendances are made on MOSAIQ and patients to be notified either at the time, by phone, by mailing or appointment card and in the appropriate time frame
* Post-clinic tasks are followed up and completed including queueing all patients in the patient management system and follow up and discharge of non-attenders (DNA).
* The Team Leader is informed of any issues that may impact on service delivery and ability to meet the MOH measures and Elective Services Performance Indicators.
* Monthly statistics are collected and reports are actioned
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| Task | **To manage the accessing and utilisation of patient information** |
| Measure | * Referrals are logged accurately and made available for triage as required and within required time frames as defined by Clinical Director.
* Clinical information is stored in a secure and confidential manner at all times (including electronic information).
* Patient access to clinical information is facilitated via the Patient Information Office.
* Accuracy of patient demographic information is checked and updated as required.
* Patient information is collected as authorised within set guidelines
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| Task | **To communicate effectively with all internal and external clients** |
| Measure | * All enquiries and requests from DHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and courteously and appropriate action is taken.
* Effective working relationships are maintained with staff from other departments throughout Christchurch Hospital, with external agencies, general practitioners, and other stakeholders
* Good public relations and communication skills are practised at all times.
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| Task | **To function as an effective member of the Haematology Administration team** |
| Measure | * Team meetings are attended and an active and positive contribution is made.
* Support is provided to other members of the administration team when required and as personal workload allows.
* The Team Leader is notified promptly of any significant alterations in workload.
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| **Task** | **Reception and general office duties at Haematology Services** |
| Measure | **Reception*** Patients and visitors to the Outpatients are greeted warmly and directed to the appropriate area.
* Patient’s details are checked and updated if necessary
* Patient confidentiality and privacy is maintained at all times.

Telephones/Emails* Telephone enquiries are dealt with in a pleasant and customer focused manner
* Accurate telephone messages are taken and enquiries regarding patients are promptly passed to the appropriate doctor or staff member
* Emails are monitored regularly and actioned appropriately in a timely manner

Faxes/Mail/Photocopying* Faxes are sent as required. Incoming faxes are promptly given to the recipient.
* Reception in-coming mail is sorted and promptly delivered as necessary.
* All out-going mail is promptly delivered to the appropriate collection point.
* Photocopying of forms, letters etc is kept up-to-date
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| Task | **To undertake other duties and projects from time to time as reasonably required by the Team Leader or Service Manager** |
| Measure | * Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
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| **HEALTH & SAFETY:**Managers are to take all practicable steps to ensure the health and safety of employees at work and maintain knowledge of CDHB health and safety systems and policies.This will be achieved by ensuring:* Health and safety programmes are sustained by allocating sufficient resources for health and safety to function effectively. This includes regular liaison with the Health and Safety Advisor.
* Employee participation is encouraged and supported in processes for improving health and safety in the workplace and by employee attendance at health and safety meetings.
* A system is in place for identifying and regularly assessing hazards in the workplace and controlling significant hazards.
* All employees are provided with information about the hazards and controls that they will encounter at work.
* Regular workplace audits are carried out.
* All employees receive and have signed off an induction to their workplace and to health and safety policies and procedures.
* All employees receive relevant information and training on health and safety including emergency procedures relevant to their area of work and the appropriate use of personal protective equipment they may need to use.
* All accidents and injuries are accurately reported, investigated and documentation is forwarded on to the Health and Safety Advisor within agreed timeframes.
* Support and participation occurs in employee’s rehabilitation for an early and durable return to work following injury or illness.
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| **QUALITY:** |
| Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. |

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| **QUALIFICATIONS & EXPERIENCE:** |
| **Essential*** Previous clerical experience in a health related field
* Previous experience in scheduling and logistics

**Desirable*** PMS expert user or high level PMS experience
* Familiarity with hospital patient information systems
* Knowledge of medical terminology
* Excellent computer skills including knowledge of MS Office
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| **PERSONAL ATTRIBUTES:****Mandatory*** Excellent written and oral communication skills
* Excellent organisational, time management and problem solving skills
* Ability to think critically and see the big picture
* Ability to achieve accuracy and maintain attention to detail
* Ability to meet deadlines
* Ability to work unsupervised
* Demonstrated commitment to ongoing quality improvement
* Confidence and awareness in dealing with people of differing cultural backgrounds
* Can-do attitude with the ability to cooperate and contribute positively as part of a team
* Genuine empathy and courtesy when dealing with seriously ill people and their families
* Ability to maintain confidentiality
* Desire and motivation to provide a high quality service to both internal and external end users

**Key Behaviours:*** Ability to “work together” in a truthful and helpful manner.
* Ability to “work smarter” by being innovative and proactive.
* Accepts responsibility for actions.

**Desirable*** Experience in working in the health sector
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.