

POSITION DESCRIPTION

16 April 2024

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

Health New Zealand Canterbury/Te Whatu Ora Waitaha is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

HNZ Canterbury's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

CLINICAL RECORDS CLERK - RELEASE OF INFORMATION

REPORTS TO (Title):

Clinical Records Manager (TPMH)

REPORTS ON A DAILY BASIS TO:

Supervisor, Clinical Records (TPMH)

PRINCIPAL OBJECTIVES

To process patient information requests in an efficient and timely manner and according to legislative requirements. To provide high quality service and telephone call management, with excellent computer and clerical skills.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

- 1 All Clinical Record Staff
- 2 HNZ Canterbury Legal Services
- 3 All HNZ Canterbury hospitals Services and Staff

EXTERNALLY:

- 1 External Agencies including ACC, Oranga Tamariki, Police, Coronial Services, WINZ, Dept Corrections
- 2 Other external requestors including Lawyers, Insurance Companies, HDC, Privacy Commissioner, District Inspectors
- 3 Patients/Patients Representatives/Relatives
- 4 Other Health Care Providers

KEY PERFORMANCE OBJECTIVES:

Task	Receive requests
Expected Result	<ul style="list-style-type: none"> • All requests are recorded in spreadsheet on day of receipt. • All requests have appropriate consents and ID documents • Spreadsheet is maintained to ensure that all requests are actioned within required timeframes
Task	Supply information according to request parameters
Expected Result	<ul style="list-style-type: none"> • All appropriate records and electronic information is/are accessed to provide the requested information. • Information for requests from agencies that is outside the requested time frame or event is not supplied.
Task	Review information for release
Expected Result	<ul style="list-style-type: none"> • Information is checked and content is either supplied or redacted in accordance with the specific legislative requirements. • Third party information is redacted. • When necessary decision to release or not to release is discussed with other involved parties e.g. Legal Team, Forensic Psychiatrists • Authors of electronic documents still in work are requested to confirm and release prior to printing for supply.
Task	All requests saved in Patient Information Request electronic folders.
Expected Result	<ul style="list-style-type: none"> • All documents and communications relating to a request are saved in the appropriate folders.
Task	Computerised Medical Record Tracking System
Expected Result	<ul style="list-style-type: none"> • Computerised Medical Record Tracking System is maintained accurately and in a timely manner.
Task	Photocopying information
Expected Result	<ul style="list-style-type: none"> • All information copied from paper records is identified in the record. • Copies of documents showing redactions are scanned and saved in the appropriate folder.
Task	Covering letter/email sent with all information supplied
Expected Result	<ul style="list-style-type: none"> • Requestors are advised when/if information is redacted and the reason for the redaction.
Task	Despatch information
Expected Result	<ul style="list-style-type: none"> • Information is either emailed or couriered according to requirements.
Task	Maintain spreadsheets for completed/outstanding requests
Expected Result	<ul style="list-style-type: none"> • Spreadsheet is updated daily to reflect number of requests received, number finalised and showing number yet to be completed. • All details are completed in ACC and Insurance spreadsheets for charging
Task	Other duties as required.
Expected Result	<ul style="list-style-type: none"> • Any other duties as requested by either Clinical Records Manager (TPMH) or Clinical Records Supervisor (TPMH) are completed within agreed time frames.

HEALTH & SAFETY:

- Observe all HNZ Canterbury safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in HNZ Canterbury's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within HNZ Canterbury 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.

QUALIFICATIONS & EXPERIENCE:

Essential

- Successful track record as an administrator in a complex organization.
- Accurate, competent computer skills, including knowledge of Word and Excel.
- Client focused approach.
- Proven ability to work in a team and individually.
- Ability to effectively organise, update and disseminate information.
- Ability to communicate clearly and concisely, both verbal and written.
- Able to prioritise work to achieve objectives.
- Demonstrate a commitment to developing an understanding of the Treaty of Waitangi, Maori and other cultural issues.
- Demonstrate a professional attitude to self and team care.

Desirable

- Working knowledge of National Health Computer System and other Patient Management Systems
- Working knowledge of terminal digit filing system
- Working knowledge of Health Privacy Code
- Experience in the field of health, including community health services.

PERSONAL ATTRIBUTES:

MANDATORY

Key Behaviours:

- Excellent communication skills (written and verbal).
- Effective time management.
- Commitment to self development.
- Ability to work in a team (or interdisciplinary team) environment.
- Ability to “work together” in an honest and supportive manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility and accountability for actions.
- Ability to operate in a confidential manner
- A Working understanding of the Treaty of Waitangi, and demonstrated commitment to bi-culturalism.
- A client focus for both internal and external clients.
- A strong customer service orientation.
- Demonstrated problem solving, negotiation and advocacy skills.
- Initiative and ability to work under pressure / to manage stress.

DESIRABLE

- Ability to work and get on in an open and honest manner in a group environment

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.

HOURS OF WORK

Monday to Friday 40 hour week
Hours between 0700 - 1800

Please note that the above shift times may change from time to time, depending on service requirements.

A requirement exists for the incumbent to retain enough flexibility to cover vacancies in shifts at short notice created due to staff illness or other unforeseen eventualities.