

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

Our Organization is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Booking Coordinator, Central Booking Unit	
Reports to:	Team Leader, Central Booking Unit	
Key Relationships:	Internal: <ul style="list-style-type: none"> ▪ Operations Manager ▪ Medical Staffing Unit ▪ Administrator CBU ▪ Booking Coordinators ▪ Clinical Directors ▪ Senior Medical Officers ▪ RMO's ▪ Allied Health Clinical Teams ▪ Clinical Nurse Specialists ▪ Day Surgery Unit ▪ Theatre Manager ▪ Medical Records ▪ ISG Department ▪ Pre Assessment Clinic (PAC) Nurse ▪ Outpatient Department Staff ▪ Administrative staff in Buller, Hokitika and Reefton ▪ Planning and Funding Team ▪ Medical Secretaries ▪ Maternity Ward incl Administrator and LMC's 	External: <ul style="list-style-type: none"> ▪ Transalpine Elective Services Administrative Staff ▪ Transalpine Visiting Clinicians ▪ Patients and Whanau ▪ General Practitioners ▪ Outside Contactors providing Elective Health Services to West Coast
Role Purpose:	<p>The Booking Coordinator is responsible for managing the patient journey in accordance to MoH Electives Funding and Performance Policy. An end to end process is followed from receipt of referral through to patient discharge. The Booking coordinator is a key contact for patients and Whanau of the West Coast Whanau requesting information on their Planned Care journey. The booking Coordinator is required to have strong functional relationships with clinical and administration teams in order to ensure coordination processes best support the patient journey. Customer service skills with a patient centric focus is a critical component of the role.</p>	

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	<p>The Booking Coordinator is responsible for ensuring accurate and timely management of all Outpatient Department (OPD) and Inpatient (IP) bookings for designated speciality / specialities in accordance with Ministry of Health Guidelines. The key deliverables are –</p> <ul style="list-style-type: none">• Outpatient Department waitlist List Co-ordination• Inpatient Waitlist List Co-ordination• Patient Bookings (Both Inpatient and Outpatient)• Assist colleagues of the Central Booking Team• Quality Initiatives and improvement projects <p>The role is strongly focused on supporting and coordinating the patient journey through the entire continuum of care.</p>
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none">▪ Being able to multi task and prioritise your workload while working to set timeframes▪ Working autonomously▪ Dealing with patients either in person or on the phone that may be distressed, upset or angry whilst remaining calm and demonstrating empathy and compassion▪ Liaising with Clinicians as required▪ Accurate data entry in accordance with guidelines and standards▪ Maximise capacity when booking planned care waitlists, while aiming to reduce inequities within the system across 5 areas (clinical priority, time spent on waitlist, geographic location ethnicity and deprivation level).▪ Ensure appropriate documentation is communicated to patients advising of appointments for both OPD / IP▪ Clear and Concise verbal and written communication skills

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KEY ACCOUNTABILITIES:

The Booking Coordinator is responsible for:	The Booking Coordinator will be successful when;
<p>1. OPD Booking List Co-ordination</p>	<ul style="list-style-type: none"> • Liaise with appropriate Specialist to maximize OPD Clinic booking per MoH ESPI compliance / patient priority/time waiting. • Ensure all patient contact details are up to date and accurate in Patient Management System, OPD appointments are booked in a timely manner for maximum notice for both patients and Clinicians / Nurses / OPD receptionists. • Liaise with SMO / Locum/ Roster Coordinator for roster information to ensure OPD clinic planning is accurate. • Send patient appointment letters and contact patients directly where appropriate for clinic changes/cancellations. • Ensure all test results are available. • Book follow-up appointments as required. • Arrange tests (ECG, Ultra sound, bloods) as necessary. • Ensure patients referred to other services are appropriately followed up.
<p>2. IP Booking List Co-ordination</p>	<ul style="list-style-type: none"> • Receive all Booking Forms from clinics and enter onto appropriate IP Booking List. • Ensure all relevant information has been provided i.e.: Anaesthetic Questionnaire/Consent/CPAC. • Ensure all letters to GP/Patient are sent accurately and in a timely manner. • Liaise with team Leader – Central Booking Unit when information is missing. • Enter patient into PAC booking list when appropriate. • Ensure all entered booking forms are scanned and filed. • Liaise with SMO / Locum / Roster Coordinator for planned Theatre sessions. • Liaise with Team Leader – Central Booking Unit regarding MoH ESPI compliance. • Liaise with Clinical Staff to arrange theatre lists. • Liaise with Theatre Nurse Manager/Nurses for Theatre List management.
<p>3. Patient Booking</p>	<ul style="list-style-type: none"> • Send all appropriate advice letters to patients ensuring time is allowed for letters to arrive. • Contact patients where necessary to advise short notice changes. • Answer enquiries in a timely and courteous manner. • Refer patients to Team Leader – Central Booking Unit with concerns. • Ensure patient privacy is upheld at all times.

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<p>4. Assistant</p>	<ul style="list-style-type: none"> To assist colleagues and team members complete tasks which may be requested by the Team Leader – Central Booking Unit from time to time.
<p>5. Health and Safety Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards.</p>	<ul style="list-style-type: none"> The Booking Coordinator will be responsible for their own safety and will ensure that no action or inaction on their part will cause harm to any other person. The Booking Coordinator will abide by the Organisation’s Health and Safety Plan and will participate in plan development and Health and Safety Training as appropriate.
<p>6. Quality Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.</p>	<ul style="list-style-type: none"> It is expected that the Booking Coordinator will participate in the development of quality activities as required.
<p>Undertaking all other duties and specific projects as reasonably requested.</p>	

PERSON SPECIFICATION:

Qualifications & Experience	
<p>Essential</p> <ul style="list-style-type: none"> Level 1-2 NCEA or equivalent (required passes in English and Math) Good interpersonal and communication skills Be able to work as part of a Team Possess high level of initiative Be able to work under pressure and meet deadlines Responsibility and Accountability Ensure patient confidentiality at all times 	<p>Desirable</p> <ul style="list-style-type: none"> Qualification in Medical Terminology Knowledge of iPM Patient Management Database Knowledge of HCS Knowledge and understanding of the Principles and Articles of the Treaty of Waitangi Business Administration Qualifications Level 3 minimum, or equivalent Minimum of two years office experience preferably within the health sector Knowledge of Medical Terminology, a Certificate in Medical Terminology preferable

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

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Signed on behalf of Te Whatu Ora, Te Tai o Poutini West coast

Signed _____

Name _____

Position _____

Date _____

Te Whatu Ora
Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this Position Description

Signed _____

Name _____

Booking Coordinator , Central Booking Unit

Date: _____

Te Whatu Ora
Te Tai o Poutini West Coast