

# Health New Zealand

## Te Whatu Ora

### Nelson Marlborough

#### POSITION DESCRIPTION

**POSITION:** Administrative Support – Clinical Records

**RESPONSIBLE TO:** Team Leader – Clinical Records, District Wide

**FUNCTIONAL RELATIONSHIP WITH:**

**Internal:**

Patients  
Ward Clerks /Administration Support Staff/ Secretaries  
Receptionists  
Personal Assistants  
Clinical Coding  
Team Leader/Manager's  
Nursing Staff  
Clinicians  
Finance  
Complaints Co coordinator  
Other Health NZ Staff  
Privacy Officer  
Q.A.

**External:**

Patients  
GPs  
Other Hospitals  
Visiting Clinicians  
Police  
ACC  
Lawyers  
Office of The Privacy  
Commissioner

#### Health New Zealand | Te Whatu Ora Nelson Marlborough

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

#### **Our Values – Ō tātou whanonga pono**

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākonga, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaupuni hauora katoa.*

**Integrity | Ngākau tapatahi:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa.*

## **PURPOSE OF POSITION**

- To ensure all appropriate patient documentation is available in a timely manner either via eRecords or the old paper notes.
- To assist in providing an efficient, professional service with a strong focus on delivering excellent customer service.
- To comply with Board and legislative requirements when releasing information.

<b>RESPONSIBILITIES</b>	<b>EXPECTED OUTCOMES</b>
<b>General</b> To be part of an efficient team with the aim to provide an excellent service that meets the needs of the organisation.	<ul style="list-style-type: none"><li>• Ensuring the delivery of patient information is available to all clinical staff in a timely manner.</li></ul>
<b>Clinic</b> The old paper notes are appropriately dispatched to clinical areas in time for patient consultation	<ul style="list-style-type: none"><li>• The paper clinical record is processed for clinics 3 days prior to the clinic date.</li></ul>
<b>Help Desk</b> Demonstrate polite and professional manner at all times.	<ul style="list-style-type: none"><li>• Action requests for the paper old notes.</li><li>• Process and record on SIPICS and dispatched in a timely manner</li></ul>
<b>Release of Information</b> Demonstrate compliance with departmental practices, NMH Policy, The Privacy Act 1993, Health information Privacy Code 1994	<ul style="list-style-type: none"><li>• Release of information in an accordance with the privacy act 1993.</li><li>• Ensuring information is released in a timely manner.</li></ul>
<b>Scanning Bureau</b> Scanning is a new adjunct to the clinical record tool kit of health information storage and facilitates the transition of paper based records into electronic storage and access	<ul style="list-style-type: none"><li>• To ensure the digitalising of paper patient records in a timely way so as to ensure access to these notes by the wider organisation and clinicians in particular prior to patient appointments.</li></ul>
<b>ROD Report of Death</b> Central repository to receive Report of Death. To ensure PICS- Patient Management System is updated.	<ul style="list-style-type: none"><li>• Ensure all interested parties are notify</li><li>• Close off any open referrals and waitlists</li></ul>

<b>Secondary Storage /Archives</b> Demonstrate compliance with Health NZ Policies on retention and destruction. The Health information Privacy Code 1994 the National Archives Act 2005	<ul style="list-style-type: none"> <li>• Patient information is available on request.</li> <li>• The old paper notes are ordered through crown offsite storage facility</li> </ul>
<b>Training and Professional Development</b>	<ul style="list-style-type: none"> <li>• Mentor and support new staff to the department</li> <li>• Participate actively in ongoing training</li> <li>• Desk files are current and appropriate</li> <li>• Participate in annual performance review process including review of performance goals and identification of areas for professional development</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participate in quality improvement processes in your area of work</li> <li>• A quality, customer-focused service is provided at all times, which follows best practice.</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

#### *Desirable*

- NCA Level 2 English and Maths advantageous
- Medical Terminology Qualification advantageous

### **EXPERIENCE**

- General records experience
- Data entry

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Good knowledge of SI PICS, HCS and other patient management systems
- High level of computer literacy
- Demonstrated ability to maintain a high standard of accuracy and attention to detail
- Organisational and time management
- Proven experience with confidentiality
- High standard of oral and written communication skills
- Understanding of the Privacy 2020 Laws
- Intermediate / Advanced knowledge of Microsoft Office applications i.e. Word, Excel and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

### **PERSONAL ATTRIBUTES**

- A high level of personal initiative, and motivation
- Excellent interpersonal communication skills
- Ability to work well within a team
- Total commitment to quality and client oriented care
- Ability to function under pressure
- Problem solving ability

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.

5. Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

## **6. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

## **7. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **8. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **9. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **10. Treaty of Waitangi**

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **11. Smokefree**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

## **APPENDIX 2**

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"><li>• a chronic skin condition</li><li>• been working in an overseas healthcare facility in the last year</li><li>• been MRSA-positive in the last year</li></ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.