



North Eastman Health Association Inc. Job Description

Health Information Clerk and Clerical Team Leader Primary Health Care

Position Summary

The Primary Health Care Clerical Team Leader's actions and conduct will be consistent with the highest standards of professionalism and integrity, earning the respect and confidence of team members, in both Primary Care and the health care system as a whole. The Team Leader is responsible for assisting Physicians and staff with secretarial and reception duties. The Clerical Team Leader will ensure the maintenance of accurate health records consistent with policies, procedures, and legislation (PHIA). The position requires the ability to provide confidential secretarial functions and to maintain an excellent rapport with staff and public. The incumbent is also responsible for the electronic submission and reconciliation of Physician's billings. In addition, the individual will undertake responsibility for specific projects as assigned. The Clerical Team Leader position functions in a manner consistent with and supports the Mission, Vision, Values & Guiding Principles of the North Eastman Health Association.

Reports To: Manager of Business Office Services, Primary Health

Location: Various sites throughout the region

Supervises: Receptionist Typists, Health Information Clerks

Union: MGEU – Facility Support

QUALIFICATIONS:

Education and Experience

- Completion of Grade 12 or equivalent.
- Completion of recognized Healthcare/Medical Secretarial course. Combination of education and experience may be considered.
- Demonstrated proficiency in computer applications and in particular Microsoft Office.
- Recognized Medical Terminology course required.
- Two to three years recent related medical office experience is required.
- Experience in RISE billing required. Comparable electronic billing experience may be considered.
- Completion of a recognized course in Team Building an asset.

Knowledge, Skills and Abilities

- Comprehensive knowledge of PHIA legislation.
- Demonstrated effective written and oral communication skills required.
- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based working environment, and serve as a role model for positive team work.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, the public, clients and health care professionals.

Health Information Clerk and Clerical Team Leader – Primary Health

- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Strong organizational skills and Leadership abilities.
- Ability to work under pressure and meet deadlines thereby establishing priorities.
- Ability to work with minimal supervision and frequent interruptions.
- Clerical perception is necessary to proof read type written material, file correspondence, and organize daily work.
- Physical and mental health necessary to meet the demands of the position required.
- Fluent French/English bilingualism required (Pine Falls site only).

POSITION DUTIES AND RESPONSIBILITIES:

- Provides team oriented leadership to Primary Health Care Clerical personnel in terms of staff duties and responsibilities.
- Maintains strong communication with colleagues, Manager and Physicians.
- Provides guidance and oversees daily operation of the Clinic.
- Ensures data collection and reporting of patient statistics are completed monthly.
- Assembly and preparation of patient charts.
- Files client charts, correspondence, records and reports and is responsible for the central filing system.
- Retrieve patient information for Physicians as authorized.
- Assists physicians with transcription as required.
- Ensures copying charts and release of information is done in accordance with PHIA.
- Process medical records billing for the physicians.
- Oversees ordering and stocking of Medical supplies.
- Oversees Electronic Physician billing, including reciprocal and third party billings.
- Provide clerical support for staff as assigned including typing of routine correspondence (including referral letters), reports, forms and documents of a confidential nature.
- Performs general office functions (copying and faxing, etc).
- Provides assistance and coverage for Primary Health Care clerical staff as required.
- Other duties as assigned.

Workplace Safety and Health

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

Patient Safety

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may

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result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date _____
Manager/ Supervisor

Approved by: _____ Date _____
Vice President/ CEO

Reviewed by: _____ Date _____
Director, Human Resources



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