



**North Eastman Health Association Inc.
Job Description**

WARD CLERK – Acute Care

POSITION SUMMARY:

Under the guidance of the Care Team Manager, Team Leader or Charge Nurse, the Ward Clerk performs a variety of clerical and receptionist duties on the nursing unit. This includes: processing physician's orders, assisting with non-nursing functions related to patient care, retrieving patient information, filling out out-patient forms, scheduling of staff as required, assists with arranging consults and transportation for transfers of patients, answering the telephone and relaying messages to appropriate personnel.

REPORTS TO: Care Team Manager

UNION: MGEU – Facility Support

Std Grp. 79

QUALIFICATIONS:

Education and Experience

- Completion of Grade XII or equivalent.
- Unit Clerk Certificate from a recognized school or equivalent, including medical terminology.
- Knowledge or training in office procedures.
- Ability to type accurately at 50 wpm as well as current computer skills and proficiency in Microsoft Office Suite applications.

Knowledge, Skills and Abilities

- Ability to communicate effectively with all health care providers, patients and families.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, patients, families and the general public.
- Ability to establish and maintain positive working relationships.
- Ability to handle stressful situations.
- Demonstrated ability to maintain confidentiality at all times.

STANDARDS OF PERFORMANCE:

- Accuracy, efficiency, timeliness, and diligence are displayed in the accomplishment of all assigned duties with a minimum of direct supervision.
- Ability to prioritize duties and responsibilities.
- Maintain a neat and orderly work environment.
- Effective communication skills and interpersonal relationships are demonstrated on an ongoing basis.

- Confidentiality is maintained in all matters pertaining to the Hospital and patients and their families.
- Maintains records and/or statistical reports as required.

POSITION DUTIES AND RESPONSIBILITIES:

1. Channels Information and Communications Appropriately

- Receives telephone inquiries, locates RN to triage.
- Locates RN/ LPN to receive Physician's Orders via telephone.
- Places telephone calls as requested, e.g. to physicians, other departments. Receives and gives directions to visitors, clergy, medical and hospital staff.
- Communicates effectively with clients, family and other health professionals.
- Communicates patient demographic information to appropriate health professionals and forwards documentation as instructed.
- Locates RN/ LPN to triage patients presenting at emergency.
- Channels other information and communicates appropriately as required.

2. Performs Clerical Duties Specific to Area

Admissions

- Assembles and prepares the chart
- Processes the necessary forms
- Files old charts as appropriate
- Obtains previous chart from Health Records
- Notify dietician of new admissions

Transfers/ Discharges

- Arranges appropriate transportation as directed
- Assembles appropriate information to be sent with patient as directed
- Assembles and prepares chart and forwards to Health Records

Diagnostic Tests and Procedures

- Prepares requisition forms and completes list of patients scheduled for diagnostic tests
- Records telephoned diagnostic test results and reports same to charge nurse
- Arranges referred-out procedures and required transportation

Transcribing

- Transcribes Physician's orders and completes requisitions and forms for checking and countersigning by Team Leader, RN, or LPN

Clerical support for nursing department as required.

3. Notifies appropriate departments of changes in patient status (e.g. admissions, transfers, discharges, and deaths).

- Keeps condition sheet current on daily basis

4. Scheduling and Appointments

- Makes appointments for inpatients consults.

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- May be required to schedule or call in staff for shifts as directed by Team Leader/Charge Nurse/Care Team Manager for all nursing and CSR departments.
 - Makes appointments for Out Patient Department and other outpatient consults as required.
5. Surgery (where applicable)
 - Communicates surgery dates to appropriate Physician.
 - Ensures all pre-op information is prepared.
 - Makes appointments, advises physician clinics of changes to OR schedule and maintains schedules for OR.
 6. Maintains orderly physical environment at the Nursing workstation.
 7. Confidentiality
 - Maintains confidentiality of patient and hospital information in accordance with hospital policy.
 8. Miscellaneous
 - Establishes patient information systems and forms as required.
 - Replenishes diagnostic requisitions and stationary quotas.
 - Compiles and maintains records and statistical reports as directed.
 9. Assumes responsibility for personal and professional growth, e.g. participates in staff development program.
 10. Assists patients by placing telephone calls for them.
 11. Responsible for stocking ward with supplies, ordering all supplies for Hospital, PCH, and Dialysis, inventory and pricing at the Pine Falls Health Complex.
 12. Blood Services
 - Orders and maintains emergency blood supply for patients.
 - Completes Canadian Blood Services report.
 13. Answers ambulance radio and reports information to nurse.
 14. Performs other related duties as assigned.

Revised: _____
Date

Approved by: _____ Date _____
Manager/ Supervisor

Approved by: _____ Date _____
Vice President/ CEO

Reviewed by: _____ Date _____
Director, Human Resources

NOTE: Original Signed and Dated July 2, 2003