



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

Ward Clerk Pinawa Hospital

POSITION SUMMARY:

The Ward Clerk is responsible for providing specific administrative and clerical support to the Pinawa Cancer Care Program and the Nursing Unit. This includes stocking preparing treatment and exam room areas, preparing requisition, filing, transporting specimens, scheduling appointments as well as other non-nursing function related to the program. In the Cancer Care Program and in the Nursing Unit this would include 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. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide a combination of reception, secretarial and clerical duties and to maintain an excellent rapport with staff and the public. The Ward Clerk carries out the responsibility of this position in accordance with the Mission, Vision and Values of North Eastman Health Association.

Reports to: Care Team Manager

Union: MGEU - Facility Support

Std Grp. 79

Classification:

Supervisory: The following classifications report to the incumbent:

- None

QUALIFICATIONS:

Education & Experience

- Completion of Grade 12 or equivalent.
- Unit Clerk Certificate from a recognized school including medical terminology.
- Demonstrated proficiency in computer applications.
- Two to three years related acute care experience.
- Typing speed of 40 wpm.
- Knowledge or training in office procedures.

Knowledge, Skills & Abilities

- Excellent communication skills.
- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.

- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines thereby establishing priorities and completing assignments on time.
- Ability to work with minimal supervision and frequent interruptions.

(ACUTE CARE) 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.
 - 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. Maintains orderly physical environment at the Nursing workstation.
6. Confidentiality
 - Maintains confidentiality of patient and hospital information in accordance with hospital policy.
7. Miscellaneous
 - Establishes patient information systems and forms as required.
 - Replenishes diagnostic requisitions and stationary quotas.
 - Compiles and maintains records and statistical reports as directed.
8. Assumes responsibility for personal and professional growth, e.g. participates in staff development program.
9. Assists patients by placing telephone calls for them.
10. Responsible for stocking ward with supplies, ordering all supplies for Hospital, PCH, and Dialysis, inventory and pricing at the Pine Falls Health Complex.
11. Blood Services
 - Orders and maintains emergency blood supply for patients.
 - Completes Canadian Blood Services report.
12. Answers ambulance radio and reports information to nurse.
13. Performs other related duties as assigned.

(CANCER CARE) POSITION DUTIES AND RESPONSIBILITIES:

- Responsible for answering the telephone, referring calls and taking messages.
- Receives and directs clients, visitors, volunteers and health services providers.
- Sorts and distributes incoming mail.
- Performs clerical duties upon admission, discharge, or transfer of client. Completes death notice forms, enters appropriate information into electronic health records, and where applicable, disassembles paper chart.
- Transcribes physicians' written orders and completes necessary requisitions and forms. (Does not receive verbal telephone orders at any time).
- Transports specimens and requisitions to appropriate area as required.

-
- Compiles, collates and distributes statistics as directed.
 - Orders, distributes and collects lunch trays for clients as directed. Maintains supply of coffee, ice fluids, etc. Restocks warming cupboard.
 - Assists in making appointments for follow-up, lab, x-ray, scans, etc. as directed.
 - Enters diagnostic reports in electronic charts as directed.
 - Makes photocopies as necessary.
 - Faxes requisitions, reports and lab results as necessary.
 - Schedules appointments, and tests, based on treatment plan. This is communicated in electronic chart.
 - Orders and prints test requisitions for next visit. Prints daily progress reports.
 - Assists patients within the unit, and escorts to other areas of the hospital as needed.
 - Establishes and maintains health records for all clients.
 - Files returned report in clients' health records.
 - Records information neatly, legibly and accurately.
 - Ensures there are adequate supplies for the department, including non-stock items.
 - Tidies and organizes desk, medication area, exam rooms and patient care areas.
 - Cleans medication fridge when needed.
 - Maintains adequate supply of health record forms, requisitions, stationary, and medication cards.
 - Maintains and updates bulletin boards, magazines, pamphlets.
 - Participates in staff meetings.
 - Provides information pertinent to the performance evaluation of other by communicating information to the Manager.
 - Complies with program, facility and departmental policies
 - Evaluates own personal performance.
 - Supports the program philosophies and objectives.
 - Participates in the orientation of new staff members.
 - Maintains confidentiality of patient information.
 - Performs other related duties as assigned.

Workplace Safety and Health

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- 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.

Original Dated: _____

Approved by: _____
Director/Manager/ Supervisor

Date Revised

Approved by: _____
Vice President/ CEO

Date Revised

Reviewed by: _____
Director, Human Resources

Date Revised

NOTE: Original Signed and Dated November 27, 2006