

Austin Health Position Description



Position Title: Health Information Services Clerk

Classification:	Admin Officer Grade 1
Business Unit/ Department:	Scanned Medical Records (SMR)
Work location:	Austin Health, All Sites
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Fixed Term Contract
Hours per week:	Part time 30.4 hours
Reports to:	Team Leader
Direct Reports:	0
Financial management:	Budget: \$ 0
Date:	29 July 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the

Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About Health Information Services

The Health Information Services (HIS) at Austin Health consists of Medical Record Services, Clinical Coding Services, Submission Services and Corporate Records Services. HIS has approximately 70 FTE, located across the three Austin Health sites.

The Medical Record Services team plays a crucial role in the management, organization and dissemination of health-related data and information. They ensure that complete, accurate, up to date and timely health information is available in the patient medical record and to authorised external parties with the aim of improving the efficiency and effectiveness of healthcare delivery.

The Clinical Coding Service translates diagnoses and procedures documented in the medical record into codes. These codes are used for many and varied purposes including funding, planning, research, and quality activities.

Submissions Services are responsible for the collection, management and reporting of quality data to the Department of Health (DoH). This includes Elective Surgery Information System (ESIS), Victorian Emergency Minimum Dataset (VEMD), Victorian Admitted Episodes Dataset (VAED), Victorian Integrated Non-Admitted Health Dataset (VINAH) and the Agency Information Management System (AIMS).

Corporate Records Services are responsible for the management of Austin Health's corporate and organisational electronic and hard copy records. This includes ensuring that information is managed, released and destroyed in compliance with regulatory and legislative requirements. They also support patient care delivery by providing a transcription service.

Purpose and Accountabilities

Role Specific:

- To maintain and make available an up to date, accurate and complete medical record and manage health information in a way which meets both internal and external customer expectations.
- To provide patient information upon request to external healthcare providers and other services in accordance with our release of information guidelines.
- To provide a reception service for internal and external callers.
- Deliver and collect paper medical records and documents from departments external to HIS when required.
- Maintain an accurate and tidy medical record storage area.
- Filing of records and documents in an accurate and timely manner.

- Participating in on-going culling and destruction programs.
- Prepare and scan medical record documents for Scanned Medical Record (SMR) processing in an accurate and timely manner.
- Operate and update computerised health information systems, including the Patient Administration System, computerised medical record tracking system, SMR, associated spreadsheets and databases.
- Maintain an up-to-date Patient Administration System
- Managing duplicate medical records by merging/unmerging patient records
- Updating demographic and tracking details
- Process requests for patient information, including Freedom of Information requests
- Processing of patient letters using our transcription service
- Perform Quality Assurance duties where required.
- Follow departmental procedures and directions for all duties and make use of all available resources, e.g., emails, procedures, intranet, management directives, etc.
- Attend meetings and training/information sessions as required.
- Required to work in Health Information Services at any campus and to cover any shift with appropriate notice.
- Meet all departmental key performance indicators.
- Maintain patient confidentiality by following policies and procedures
- Other duties as assigned

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve, and we shape the future.
- Ability to determine priorities and organise workload effectively and efficiently.

- Experience in healthcare administration
- Commitment to following procedures to ensure consistency in work practices.
- Proven problem-solving skills and a commitment to ongoing improvement.
- Entry level knowledge of computer products including Microsoft Office Suite (e.g., Word, Excel, and Outlook).
- Understanding of the importance of confidentiality.
- Demonstrated ability in providing customer service.
- Possession of the following personal qualities: motivation, flexibility, initiative, professionalism, and reliability.

Desirable but not essential:

- Cert III in Business / Medical Administration of Equivalent
- A sound understanding of information technology including clinical systems and applications.
- Experience within Health Information Services or equivalent healthcare setting.
- Knowledge of medical record filing systems.
- Experience using a computerized and/or scanned medical record system.
- Medical Terminology

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	