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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	HEALTH INFORMATION CLERK AND CLERICAL TEAM LEADER
<b>DEPARTMENT:</b>	PRIMARY CARE ADMINISTRATION
<b>CLASSIFICATION:</b>	HEALTH INFORMATION CLERK/TEAM LEADER
<b>UNION:</b>	MGEU – FACILITY SUPPORT
<b>STD. GRP. #</b>	

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	REGIONAL COORDINATOR, PRIMARY CARE ADMINISTRATION
<b>POSITIONS SUPERVISED:</b>	RECEPTIONIST TYPISTS, HEALTH INFORMATION CLERKS

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## POSITION SUMMARY

The Primary Health Care Health Information Clerk and Clerical Team Leaders' 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 Health Information Clerk and Clerical Team Leader is responsible for assisting Physicians and staff with clerical and reception duties. The incumbent will ensure the maintenance of accurate health records consistent with policies, procedures, and legislation (PHIA). The position requires the ability to provide confidential clerical 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 Health Information Clerk and Clerical Team Leaders' position functions in a manner consistent with and supports the Mission, Vision, Values of the Interlake – Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- 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.
- Preparation of patient charts within the Electronic Medical Record
- Electronic filling of correspondence, records and reports into the EMR
- Retrieves patient information for Physicians as authorized.
- Ensures copying charts and release of information is done in accordance with PHIA.
- Processes 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 completion 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**

- Other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Completion of Grade 12 or equivalent
- Completion of recognized Healthcare/Medical Secretarial course. Combination of education and experience may be considered
- Recognized Medical Terminology course required
- Completion of a recognized course in Team Building an asset

**REQUIRED KNOWLEDGE:**

- Comprehensive knowledge of PHIA legislation
- Demonstrated effective written and oral communication skills required
- Fluent French/English bilingualism an asset

**EXPERIENCE REQUIRED:**

- Two to three years recent related medical office experience is required.
- Electronic Medical Record Scheduling, filing and billing required. Comparable electronic billing experience may be considered.
- Demonstrated proficiency in computer applications and in particular Microsoft Office

**SKILLS/COMPETENCIES:**

- 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.
- 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.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
  - No hazardous or significantly unpleasant conditions.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- 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 result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: 2010  
Date

Revised: September 2015  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*