



POSITION DESCRIPTION

Date	July 2021
Position Title	Health Information Officer
Division	Finance
Reports to	Manager, Health and Information

SECTION 1

Mission, Vision and Values

Mission: To deliver the highest quality healthcare experience for patients

Vision: To be the preferred choice of Doctor’s, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God’s love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

The Health Information Officer is responsible for the provision of a quality Health Information Service, including the retrieval, preparation and maintenance of medical records.

The Health Information Officer provides a comprehensive administrative and clerical service to patients, families and visitors. Maintains and processes department information in accordance with BHC policies, procedures and health information system requirements.

SECTION 3

Key Working Relationships

INTERNAL	EXTERNAL
Manager, Health and Information	Medical Record Offsite storage service provider
Clinical Coder Coordinator	Pathology service providers

Clinical Nurse Managers	
Department Managers	
Patient Services department	

SECTION 4

Key Tasks, Responsibilities, Outcomes and Activities

- Retrieves and compiles patient medical records
- Ensures the availability of medical records for patient care.
- Liaises with internal and external stakeholders regarding patient medical records as required and processes accordingly using the health information systems
- Ensures the maintenance of patient confidentiality at all times.
- Attends team meetings and participates in team activities as required
- Filing of Medical Records, including pathology
- Culls appropriate medical records as required in accordance with relevant policies and procedures, whilst maintaining internal archive register
- Adhoc projects as and when directed

SECTION 5

Health, Safety and the Environment

- Adhere to policies, procedures and standard operating procedures;
- Report incidents, hazards and injuries;
- Use personal protective equipment as required and directed;
- Raise OSH issues with OSH representative/s and introduce change;
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment;
- Support staff wellbeing.

SECTION 6

Governance, Quality and Risk

- Record initiatives and issues in Riskman;
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act;
- Complete mandatory training and participate in development reviews and support the performance of others.

SECTION 7

Partnering with the Consumer

- Support the delivery of safe patient care and the consumer experience;
- Acknowledge and involve patients with their care, respond to queries, provide assistance as appropriate, encouraging the use of formal feedback systems.

SECTION 8

Selection Criteria

Knowledge
Essential

<ul style="list-style-type: none"> ▪ Working knowledge of medical record department procedures and related practices; <p>Desirable</p> <ul style="list-style-type: none"> ▪ Sound understanding of current trends in Health Information Management; ▪ Working understanding of Diagnostic Related Groups (DRG) case payment systems and related concepts; ▪ Patient database management.
Skills
<p>Essential</p> <ul style="list-style-type: none"> ▪ Accurate data processing/keyboard skills ▪ Demonstrated organisational and time management skills including the ability to organise and prioritise workloads to meet timeframes. ▪ Demonstrated effective interpersonal, verbal and written communication skills. ▪ Intermediate Microsoft Office Suite of Products ▪ Building and maintaining strong working relationships with all other Departments.
Experience
<p>Essential</p> <ul style="list-style-type: none"> ▪ Experience with a hospital patient administration system (PAS) <p>Desirable</p> <ul style="list-style-type: none"> ▪ Worked in a Private Hospital; ▪ Experience with the MasterCare PAS

SECTION 9

Acceptance of Position Description

Employee

Date

Manager

Date