

JOB TITLE **Health Records Clerk - Band 2**

JOB OVERVIEW

This role covers a wide range of Health Records duties including filing and retrieving of patient records, locating and providing patient records for all outpatient appointments, planned admissions and day case attendances, across the Health Board.

Main Duties of the Job

The role covers a range of Health Records duties including:-

- Filing and retrieving of patient health records
- Collating patient records for all outpatient appointments/planned admissions and day case attendances
- Register new referrals utilising Welsh Administration Portal (WAP)/Welsh Patient Administration System (WPAS)
- Reception duties, dealing with telephone queries and making appointments
- Scanning of patient health records

Responsible to

Reporting:
Supervisor / Deputy Health Records Manager

Accountable:
Health Records Manager

Professionally:
Health Records Manager

Main Responsibilities

- Utilise WPAS to print clinic list/tag list to retrieve patient records and track to relevant locations.
- Utilise WPAS to receive in patient records to the filing library and file back in correct number order.
- Distribute case notes from other hospitals sites and records returned from offsite storage facility on a rota basis daily.
- Remove identified records from the filing library for relocation to the offsite storage facilities.
- Scanning of patient health records in the offsite storage facilities.

Register new referrals, both electronic/paper format and action referrals prioritised by Consultant.

Prepares all patient records for outpatient/inpatient appointments, repairing or replacing any damaged folders, creating new volumes physically/electronically as required.

Merge any duplicate patient records physically/electronically.

Undertake reception duties meeting and dealing with patients and members of the public, resolving queries, providing directions, recording clinic outcomes and making further outpatient appointments.

Undertake Appointment Centre duties, taking calls from patients and arranging/amending relevant appointments.

The post holder will be required to cover various roles in the department for annual leave/sickness including:-

Outpatient Receptionist

Library Clerk

Admissions Clerk

Clinic Clerk

Referral Clerk

Clinic Preparation Clerk

Undertake any other delegated duties appropriate to the post.

Work across sites as required by the needs of the service.

Qualifications and Knowledge	Experience
Good standard of education to include Math's and English GCSE or demonstrable literacy and numeracy skills.	Computer literate.
Understanding of the importance of confidentiality.	
Knowledge of general administrative / office duties, including filing systems.	
Skills and Attributes	Other

Organised approach to work and able to meet deadlines.

Enthusiastic and motivated.

Good attention to detail.

Good communication skills.

Able to work as part of a team.

Welsh Speaker (Level 1)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.