

 <b>HAWKE'S BAY</b> District Health Board Whakawāteatia	<b>POSITION TITLE</b>	<b>ED Reception</b>		
	<b>DIRECTORATE</b>	Support Services	<b>DEPARTMENT</b>	Administration Service
	<b>REPORTING TO (operationally)</b>	Manager, Reception & Health Records	<b>REPORTING TO (professionally)</b>	Administration Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Administration Services in the Hawke's Bay District Health Board (HBDHB) Staff reporting - Nil Direct - Nil Indirect			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To perform a wide range of administrative and office support activities for the ED Department to facilitate the efficient operation of the Unit.</li> <li>Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers.</li> <li>To ensure accurate and timely data quality through input into various applications.</li> <li>To provide accurate and efficient administration duties associated with the ED Service and professional frontline reception and support to both external and internal customers.</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>ED Reception Duties</b></p> <ul style="list-style-type: none"> <li>All presentations to ED to be entered into ECA (this is the referral to triage process) immediately upon arrival and a first contact form given to patient for completion.</li> <li>Patient data is processed accurately and input into computer system and patient labels printed in readiness for use.</li> <li>Health records requested for every patient presenting to ED.</li> <li>Full admissions (frontsheets and labels) to be provided for all admissions after 2030 hrs).</li> <li>All discharges are completed, in line with Health Records policy, and notes made available for Medical Records. Discharge summaries to be included in notes.</li> </ul> <p><b>Acute Assessment Unit:</b></p> <ul style="list-style-type: none"> <li>All admissions to the unit are completed appropriately and all documentation available prior to/upon admission.</li> <li>Within 24 hrs of patient discharge, packeting of notes completed in accordance with health records policy and available for clinical coding.</li> <li>Referrals to outpatient clinics faxed immediately as required (only when EDS system is not working/clinic missed – very rarely occurs).</li> <li>Outpatient clinics are 'opened' as necessary and available for booking.</li> <li>Patients are 'attended' in clinics.</li> </ul> <p><b>Inpatient Units:</b></p> <ul style="list-style-type: none"> <li>All preadmissions to units are completed as soon as bed management system indications appear on ECA screens. Between 2030 and 0700hrs all documentation completed to accompany patient from ED to unit.</li> <li>All queries forwarded to ED are handled appropriately and calls re-routed if necessary.</li> </ul> <p><b>Paediatrics:</b></p> <ul style="list-style-type: none"> <li>First contact forms made available to travel to Paeds with patients referred to PAU.</li> <li>All patients preadmitted in a timely manner. If after 8pm front admission sheets and patient labels to be provided.</li> <li>All admissions from PAU completed upon request.</li> </ul>			

	<p><b>Maternity:</b></p> <ul style="list-style-type: none"> <li>○ All admissions into AtaRangi are completed and documentation provided (2100-0630 hrs).</li> <li>○ All labour and delivery data is input into systems (ECA/Trendcare/Healthware) as soon as possible following receipt.</li> <li>○ All newborn babies are registered and admitted as soon as notified (ECA/Trendcare/Healthware).</li> <li>○ Sufficient pre-registered NHI numbers/labels are available for use during ECA outages</li> </ul> <p><b>SCBU:</b></p> <ul style="list-style-type: none"> <li>○ Upon advice from AtaRangi, all babies are admitted to SCBU complete with paperwork (Maternity Record and 20-40 labels) (ECA/Healthware).</li> </ul> <p><b>ACC:</b></p> <ul style="list-style-type: none"> <li>○ All accidents are identified upon patient presentation and documentation instigated</li> </ul> <p><b>ICU:</b></p> <ul style="list-style-type: none"> <li>○ All visitors are referred to ICU immediately upon presentation to reception.</li> <li>○ After hours visitors referred to Security for escort to ward.</li> <li>○ All admissions to ward are completed 2100-0630hrs.</li> </ul> <p><b>Mental Health (afterhours)</b></p> <ul style="list-style-type: none"> <li>○ All preadmissions to units are completed as soon as bed management system indications appear on ECA screens. Between 2030 and 0700hrs all documentation completed to accompany patient from ED to unit.</li> <li>○ All queries forwarded to ED are handled appropriately and calls re-routed if necessary.</li> </ul> <p><b>General Duties:</b></p> <ul style="list-style-type: none"> <li>○ General clerical duties including photocopying, faxing, emailing and mailing are completed as required</li> <li>○ Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering</li> <li>○ All filing is kept up to date</li> <li>○ Sufficient Red Bracelet packs maintained for cases of trauma resulting in non identification of patient.</li> <li>○ Non residents identified and documentation copied and forwarded to revenue clerks.</li> <li>○ All general foot traffic entering the hospital through ED is directed to appropriate areas within the hospital.</li> <li>○ Returned loan equipment forwarded to appropriate department(s).</li> <li>○ Ensure all discarded DHB documents are disposed of in the docu-shred security bins</li> <li>○ Actively support and assist all co-workers with a quality administrative service</li> <li>○ Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc.</li> <li>○ Receiving and processing referrals to the Unit and booking into clinics as required</li> <li>○ Admit / transfer / discharge patients</li> <li>○ Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc.</li> <li>○ Recognising limitations of own knowledge/experience and seeking assistance as appropriate</li> <li>○ Identifying quality issues and implementing new quality strategies in consultation with clinical staff</li> </ul>
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p><b>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</b></p> <ul style="list-style-type: none"> <li>○ Not to do anything that puts your own H&amp;S at risk</li> <li>○ Not to do anything that puts others H&amp;S at risk</li> <li>○ To follow all health and safety policies and procedures</li> <li>○ To follow all reasonable health and safety instructions</li> </ul>

	<ul style="list-style-type: none"> <li>○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm).</li> </ul>	
<b>KEY WORKING RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>○ Manager Booking and Admin Support</li> <li>○ Manager Reception &amp; Health Record Services</li> <li>○ Manager Secretarial Services</li> <li>○ Administration Manager</li> <li>○ Charge Nurse Managers</li> <li>○ Consultants</li> <li>○ Other team members, e.g. clinical staff, Care Associates, Receptionists, Booking Coordinators.</li> <li>○ Other Departments e.g. Health Records, Radiology, All HBDHB staff members</li> </ul>	<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>○ Patients and their family/whanau</li> <li>○ Health providers outside HBDHB</li> <li>○ Referrers</li> <li>○ General Practitioners</li> <li>○ General Public</li> </ul>
<b>DELEGATION AND DECISION</b>	Nil	
<b>HOURS OF WORK</b>	64 hours per fortnight Permanent – Part-time	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI DHB/PSA Administration / Clerical Multi / Single Employer Collective Agreement (MECA / SECA) according to specific role, qualifications and experience pro rata for hours worked.	
<b>DATE</b>	May 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil	
<b>SCOPE &amp; COMPLEXITY</b>	Providing both reception duties and administration support to the ED Department as the first point of contact.	

## ESSENTIAL CRITERIA

### Qualifications

- Nil

### Experience

- Values & Behaviours: Shows commitment to, and demonstrates the behaviours of the health sector:

#### He kauanuanu

Showing respect for each other, our staff, patients and consumers – **this means I actively seek to understand what matters to you.**

#### Ākina

Continuously improving everything we do – **this means that I actively seek to improve my service.**

#### Rāranga te tira

Working together in partnership across the community – **this means I will work with you and your whānau on what matters to you.**

#### Tauwhiro

Delivering high quality care to patients and consumers – **this means I show empathy and treat you with care, compassion and dignity.**

- Excellent communication skills; ability to communicate with a wide range of people
- Dictaphone typing experience and excellent keyboard skills.
- Ability to initiate and continue conversation.
- Committed to the delivery of a high quality of customer service.
- Culturally aware and sensitive
- Highly motivated and a team player
- Customer focused, responsive to the needs of customers
- Flexibility and ability to work within a changing and developing environment.
- Ability to work within multidisciplinary team.
- Excellent telephone manner
- Able to lift weights of up to 16kg (medical records)

### Business / Technical Skills

- Patient Management System or similar database experience.
- Office Suite – Word, Excel, Outlook

### Key Attributes

- Proven customer service skills
- Effective communication skills
- Positive attitude with problem solving focus

## DESIRABLE CRITERIA

### Experience

- Experience within the health sector

### Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.



## Our Vision and Values

*Te hauora o te Matau-a-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



**HE KAUANUANU RESPECT**  
Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

**ĀKINA IMPROVEMENT**  
Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

**RARANGA TE TIRA PARTNERSHIP**  
Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

**TAUWHIRO CARE**  
Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

**Effectively Engaging with Māori**

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member