

Health New Zealand Te Whatu Ora	POSITION TITLE	Elective Booking Coordinator (Outpatients & Surgical)		
	DIRECTORATE	Operations Directorate	DEPARTMENT	Administration Service
	REPORTING TO (operationally)	Booking Manager	REPORTING TO (professionally)	Booking Team Leader
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the bookings for both Outpatient & Surgical Elective Services in Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting - Nil Direct - Nil Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To be responsible and accountable for carrying out the booking and scheduling processes associated with Outpatient and Surgical theatre following the elective services principles and in an efficient and courteous manner. ▪ To ensure accurate and timely data quality through the effective use of the patient information management system. ▪ To be responsible and accountable for maintaining the waiting list for Elective surgery/procedures, and for liaising, coordinating and generating full elective surgery operating/procedures' lists. ▪ To work effectively as part of the multidisciplinary team. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Medical service. ▪ Delivery of organisational KPI's including relevant MOH target. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision 			
KEY DELIVERABLES	<p>To Process and Book Referrals</p> <ul style="list-style-type: none"> ▪ Accurate and complete data is entered into the patient management system in a timely manner. ▪ Patient contact is made in a timely manner. ▪ All patients are phoned to check details within one month of appointment being sent out. ▪ Bookings are made in order of priority ▪ Issues with access to clinic or theatre in the 4-month time frame are communicated. ▪ Faster Cancer Treatment patients are booked within required timeframes and escalated when there are issues with access to clinics. ▪ Supports Elective Booking teams and provide additional support as and when required ▪ Additional comments are entered in the patient management system to identify extra patient requirements e.g. Registrar or Consultant, or any clinical interventions that maybe required ▪ Referrals are regularly audited and missing referrals are traced. ▪ Adherence to Health New Zealand Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights. ▪ Waiting times for clinics are monitored as requested. ▪ Trends and variations are communicated to manager <p>Outpatient specific</p> <ul style="list-style-type: none"> ▪ Bookings are made in a timely manner in accordance with EPSI2 reports, SQL reports, regular monitoring of the 7's reports. ▪ Clinic time is utilised effectively ▪ First Specialist Assessments (FSA's) are booked within the 4-month time frame ▪ All Maori/Pacific Island patients are referred to the preventative DNA pathway if contact is not made prior to First Specialist Appointment (if applicable as determined by management). ▪ All patient appointments are linked to an active referral for First Specialist Assessment and Follow up appointments. ▪ Clinic appointment notification cards are issued 3 weeks in advance of the appointment date. ▪ All New Patients are contacted over the phone prior to any appointments being made to ensure demographics are correct and patient can attend appointment. ▪ Additional information brochures, questionnaires etc. are sent accordingly with the clinic appointment notification cares (if required). 			

Theatre specific

- Theatre utilisation is maximised
- Waiting times for surgery / procedures are monitored.
- Reports and information relating to Booking Lists are compiled and organised as appropriate.
- Trends and variations are communicated to Manager.
- Theatre list to be finalised four weeks in advance of the date of surgery (where this is possible).
- 80% of lists are booked 4 weeks in advance (where this is possible)
- Elective Services' Manager to be kept informed of any issues as they arise.

Booking and Processing of Perioperative Procedures (if required)

- All necessary information is obtained and accurately and promptly entered into the patient management system.
- Theatre lists reflect the requirements of the Health New Zealand | Te Whatu Ora.
- All changes to lists are communicated to the appropriate party/area accurately and on a timely basis.
- Cancellations of theatre lists are attended to promptly, communicating with all appropriate areas/parties.
- Liaison and coordination in processing and booking procedures ensures efficient and accurate communication.
- Instructions, enquiries, and complaints are handled and processed promptly and courteously.
- Referrals are correctly coded, entered, updated, removed, filed as required.
- Update and improve processes as required, in consultation with team and manager.
- Adherence to Health New Zealand | Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights and the Privacy Act 1993.

To Process Information Regarding Clinic Attendance - Outpatients

- All patients on clinic lists are attended/DNAs captured.
- Patients are reappointed as appropriate.
- Outcomes of clinic appointments are entered within 2 working days of clinic. Exception – end of month reporting requires all outcomes to be completed prior to end of first working day of following month.
- The Did Not Attend (DNA) process is completed complying with the DNA policy. Patients are referred to the Maori Health Unit if required.
- Interventions recorded on the Clinic Processing Sheet are entered into the patient management system to ensure correct funding is applied.

To Provide Additional Cover for Reception

- Provide reception cover as and when required.
- Patients and others are attended to promptly and directed to appropriate location.
- Patients and others are greeted and welcomed in a friendly, courteous manner.
- Telephone and visitor enquiries are responded to promptly, courteously and efficiently.
- Tracking patient notes when necessary.

Teamwork

- A positive interactive attitude is displayed.
- Support and advice is sought when necessary.
- Interaction, both written and oral, with all team members is appropriate.
- A professional image is presented to both staff and patients.
- To orientate and train staff within the Relief Pool when required.
- Any other administrative tasks as required

Customer Service

- Open and responsive to customer needs
- Demonstrate an understanding of continuous quality improvement

HEALTH & SAFETY RESPONSIBILITIES	<p>Health New Zealand Te Whatu Ora is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions ▪ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Booking Manager ▪ Manager, Reception & Health Records ▪ Booking Team Leader ▪ Service Directors ▪ Elective Services Facilitator ▪ Booking Coordinators, Outpatients Department (OPD) and EBS ▪ Outpatient Services staff, Unit Receptionists, Registered Nurses, Care Associates, and Clinical Secretaries. ▪ Clinical Nurse Managers ▪ Associate Clinical Nurse Managers ▪ Consultants 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ General Practitioners
DELEGATION AND DECISION	Nil	
HOURS OF WORK	80 hours per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHB/PSA Administration / Clerical Multi Employer Collective Agreement (MECA) Band 5 Step 1.	
DATE	September 2024	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Ministry of Health Targets. ▪ Referral Management Process ▪ This role is responsible for ensuring the Elective waiting list for outpatients is maintained within the MOH guidelines. ▪ Deals with patients to arrange Outpatient appointments and also medical, clinical and other administration staff in the outpatient service. ▪ Works closely with the Booking Manager, Booking Team Leader and also the Elective Services Manager to ensure MOH Targets are met 	

ESSENTIAL CRITERIA

Qualifications

- Nil

Experience

- Nil
- Previous booking and scheduling experience
- Data entry experience and computer literacy

Business / Technical Skills

- Ability to use Word, Excel and Outlook

Key Attributes

- Proven customer service skills
- Ability to remain calm under pressure
- Positive attitude with problem solving focus
- Able to demonstrate a high degree of flexibility.
- Excellent communication skills; ability to communicate with a wide range of people
- Highly motivated and a team player
- Able to build effective and positive relationships with key personnel within and external to the service.
- Customer focused, responsive to the needs of customers
- Culturally aware and sensitive

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

Physical requirements for role

- Able to lift weights of up to 16kg (medical records)

Vaccination status for role:

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination
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DESIRABLE CRITERIA

Experience

- Knowledge and experience in using ECA patient management system.
- Experience working in the health sector
- Knowledge of Elective Services systems and principles

Business / Technical Skills

- Nil



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.