



Provincial Job Description

TITLE:
(320) Wait List Information Clerk

PAY BAND:
11

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides a communication and information link between patients, the physicians and the Regional Health Authorities related to surgery wait times. Monitors the region's data quality in the Saskatchewan Surgical Care Network Registry.

QUALIFICATIONS:

- ◆ Office Education certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Basic medical terminology
- ◆ Communication, organizational and interpersonal skills
- ◆ Ability to work independently
- ◆ Valid drivers licence

EXPERIENCE:

- ◆ **Previous:** Twelve (12) months previous experience working in a medical office environment utilizing medical terminology.

KEY ACTIVITIES:

A. Data Quality

- ◆ **Monitors data quality for Saskatchewan Surgical Care Network Registry (SSCN).**
- ◆ **Performs daily uploads of data in the SSCN which identifies data errors for correction.**
- ◆ **Runs and reviews error reports.**
- ◆ **Maintains database by adding new procedure codes and surgeons as required.**
- ◆ **Contacts patients and/or other regions when patient is on two waiting lists for same procedure, and deletes bookings as necessary.**
- ◆ **Participates in monthly SSCN provincial working group meetings.**
- ◆ **Addresses technical issues with SSCN as necessary and advises surgical scheduling staff.**

B. Public Relations

- ◆ **Confirms identity of caller for the purpose of confidentiality.**
- ◆ **Relays surgeon-specific average wait time for surgery.**
- ◆ **Explains to caller how the booking system works.**
- ◆ **Explains factors which impact the wait time, what they can expect, or calls surgeon's office to verify correct information (e.g., whether surgery is elective or urgent).**
- ◆ **Travels to physician offices to orientate staff to new projects (e.g., Surgery Registry).**

C. Data Entry

- ◆ **Documents all patient calls into daily log in computer.**
- ◆ **Provides data entry (e.g., Priority Scoring Tools).**

D. Statistics

- ◆ **Keeps daily statistics of all calls, compiling them for monthly and yearly reports.**
- ◆ **Runs monthly report of previous six months of postoperative data, providing information such as average wait times for each surgeon.**
- ◆ **Sends surgeon's office their average wait times for both Day Surgery and Inpatient cases.**
- ◆ **May run additional reports, as needed.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: Feb 17/12