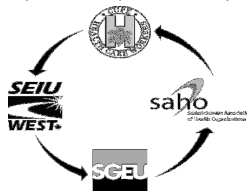


Job Evaluation Rating Documentation

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Wait List Information Clerk</u> Date _____ Revised Date <u>2004</u> Revised Date <u>Feb 17/12</u>	Code <u>320</u>
--	---	---------------------------

Decision Making Follows clearly prescribed practices when releasing information to patients/clients and families. Solutions to information release issues are selected from a limited number of preexisting alternatives.	Degree <u>2.0</u>
Education Grade 12. Office Education certificate (864 hours).	<u>3.0</u>
Experience Twelve (12) months previous experience working in a medical office environment utilizing medical terminology. Six (6) months on the job to become familiar with the provincial surgical booking system and with provincial/region/facility/department policies and procedures.	<u>5.0</u>
Independent Judgement Has choice of action in determining sequence of tasks to be performed. Performs work in accordance with established methods and provincial guidelines. Receives calls and uses judgement to resolve problems when patients are difficult/emotional, and/or have unusual questions.	<u>2.5</u>
Working Relationships Requires tact and discretion to provide explanations to patients and/or instruction to physicians' staff regarding new projects. Contacts with patients on waiting lists may involve difficult, or emotionally charged situations.	<u>4.0</u>

Impact of Action	Degree
Provides information to patients and physicians to meet quality and service requirements. Misjudgement in the release of data can result in embarrassment in public relations. Misjudgment in developing reports may result in inaccurate data provided to physicians or government which may impact programs based on the data. Monitoring and identifying data quality issues impacts timeliness and accuracy of provincial reports, and the accuracy of the public website.	<u>2.5</u>
Leadership and/or Supervision Provides orientation to staff. Provides functional guidance to physicians' offices to orientate staff to new projects. Provides functional advice/instruction to staff regarding the Saskatchewan Surgical Care Network Registry.	<u>1.5</u>
Physical Demands Regular physical effort while simultaneously operating computer and communicating on the phone.	<u>2.0</u>
Sensory Demands Regular sensory effort operating computer with periods of frequent effort attentively listening to callers.	<u>2.5</u>
Environment Occasional exposure to major conditions such as verbal abuse and interruptions	<u>3.0</u>