



Provincial Job Description

TITLE:
(320) Wait List Information Clerk

PAY BAND:
11

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides a communication, information and referral link between clients/patients, the physicians and the Saskatchewan Health Authority related to wait times. Monitors program data quality.

QUALIFICATIONS:

- ◆ Office Administration certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Basic medical terminology
- ◆ Communication skills
- ◆ Organizational skills
- ◆ Interpersonal skills
- ◆ Ability to work in a team
- ◆ Ability to work independently
- ◆ Valid driver's license, where required by the job

EXPERIENCE:

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

KEY ACTIVITIES:

A. Data Quality

- ◆ **Monitors and maintains data quality.**
- ◆ **Performs daily uploads of data.**
- ◆ **Runs, reviews and corrects errors.**
- ◆ **Contacts clients/patients and/or other facilities when client/patient is on two waiting lists for same procedure and deletes bookings as necessary.**
- ◆ **Participates in monthly provincial working group meetings.**
- ◆ **Addresses technical issues.**
- ◆ **Performs general audits on peers.**
- ◆ **Confirms information with Provincial Health Registry.**
- ◆ **Assists manager with testing of new algorithms.**

B. Public Relations

- ◆ **Confirms identity of caller for the purpose of confidentiality.**
- ◆ **Relays average wait time for appointments.**
- ◆ **Explains to caller how the booking system works, factors which impact the wait time and what they can expect.**
- ◆ **Provides occasional guidance to the primary function of others including training.**
- ◆ **Provides functional guidance to staff and managers on booking procedures and wait list guidelines.**
- ◆ **Provides staff education.**
- ◆ **Communicates with specialists, referring practitioner offices and client representatives.**
- ◆ **Communicates with other departments regarding wait times, client/patient and operating room information.**

C. Data Entry

- ◆ **Documents all client/patient calls/referrals.**
- ◆ **Performs data entry (e.g., demographic information, booking cards into the OR manager).**
- ◆ **Enters, creates and confirms client/patient referrals.**
- ◆ **Enters appointment dates into database.**
- ◆ **Updates and maintains databases on a regular basis.**

D. Statistics

- ◆ **Generate/distributes reports and referral requests.**
- ◆ **Maintain deficiency report (e.g., missing information).**

E. Clerical

- ◆ **Filing and mailing (e.g., patient cancellation documents, capacity and demand forms, appointment lists).**
- ◆ **Creates written correspondence (e.g., letters, emails).**
- ◆ **Fax appointment lists and referrals.**
- ◆ **Create and update manuals.**

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: May 16, 2024