



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 patients, the physicians and the Regional Health Authorities related to surgery wait times. Monitors program data quality on behalf of the Saskatchewan Surgical Care Network Registry.

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 for Saskatchewan Surgical Care Network Registry (SSCN).**
- ◆ **Performs daily uploads of data.**
- ◆ **Runs, reviews and corrects errors.**
- ◆ **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.**
- ◆ **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 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).**
- ◆ **Provides occasional guidance to the primary function of others including training.**
- ◆ **Provides functional guidance to staff and managers on surgical booking procedures and wait list guidelines.**
- ◆ **Travels to physician offices to educate staff to new projects (e.g., Surgery Registry).**
- ◆ **Communicates to specialist, referring practitioner offices and client representatives.**
- ◆ **Communicates with other departments regarding wait times, patient and operating room information.**

C. Data Entry

- ◆ **Documents all patient calls into daily log in computer.**
- ◆ **Provides data entry (e.g., demographic information, booking cards into the OR manager).**
- ◆ **Enters, creates and confirms patient referrals within the referral management application.**
- ◆ **Enters appointment dates into database.**
- ◆ **Updates and maintains databases on a regular basis.**

D. Statistics

- ◆ Keeps daily statistics of all calls.
- ◆ Runs/sends reports, as required.
- ◆ Maintain deficiency report (e.g., missing information).

E. Clerical

- ◆ Filing and mailing (e.g., patient cancellation documents, capacity and demand forms, appointment lists).
- ◆ Processes acceptance letters (e.g., confirming specialist's acceptance of patient).
- ◆ Fax appointment lists and referrals, as required.
- ◆ Create and update manuals, as required.

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: February 11, 2016