



**ST. JOHN EYE HOSPITAL – Nablus Centre**

**JOB DESCRIPTION**

<b>Title</b>	<b>RECORDS OFFICE CLERK</b>
<b>Department</b>	<b>Finance</b>
<b>Section</b>	<b>Health Records including Appointments</b>
<b>Reports to</b>	<b>Health Records Supervisor</b>
<b>Hours</b>	<b>30hrs per week (inc of lunch breaks)</b>
<b>Date formulated</b>	<b>November 2024</b>

**General Statement of Duties:**

To record required details of patients; issue medical charts; collect consultation and other fees and assist in the preparation of statistics. Booking appointments for outpatients & inpatients; operations and treatments. He/she should be flexible to work occasionally on weekends if requested. To uphold the reputation of the hospital by being courteous and polite at all times when dealing with patients and staff.

**Main Responsibilities:**

1. To be fully trained and capable of operating an automated computerized system (HMIS)
2. Responsible for registering outpatients on the hospital computer system. Ensuring that the information is correct and includes an address and telephone numbers including where available a mobile number.
3. Responsible for ensuring that all appointments are booked correctly and patients informed of the appointment dates and time. (This includes Booking appointments for patients for outpatient and inpatient operations, and handling all formalities relating to inpatients)
4. Responsible for ensuring that outpatients are properly registered and appropriate fees collected in accordance with Standing Instructions and official receipts issued.
5. Responsible for booking patient appointments for all specialised clinics.
6. Responsible for ensuring that all patient health records are pulled for specialist clinics and to maintain an accurate filing system of notes. (This also includes tracing and locating missing files)
7. Ability to accurately scan and archive physical patient files to the computer main servers.
8. Liaise with the Jerusalem Hospital as appropriate regarding permits, appointments and photocopying patient's records etc.
9. Responsible for answering telephone enquiries and taking relevant action e.g. passing on information or assisting in the recording of patient appointments. Additionally, deal with all incoming faxes related to the internal/external clinics as appropriate.
10. Responsible for phoning patients to ensure they will attend their appointment.
11. Responsible for issuing forms for travel permits for patients.
12. Responsible for checking and balancing the accounts at the end of the day and submitting to the accounting department.
13. Responsible for returning patient files (hard copies) from each clinic to the central patient archive at end of each day.
14. Record daily reports of outpatients and other management/statistical information as required.
15. To inform the Department Supervisor of any operational issues that may affect the smooth running of the department.
16. All staff should be prepared to be flexible and do extra over-time if the hospital requires such support service demands.
17. All staff to be fully trained on all Records Office department duties and be prepared to rotate as required in order to support the patient flow demand and also prevent skill fade within the workplace.
18. To perform any other admin/ logistical duty as requested by head of department and head of clinic.

## General Responsibilities:

1. All staff are expected to report for work on time and fulfil their hours of duty, from time to time some flexibility may be required in order to meet the needs of the job and this may be outside regular hours of work.
2. All staff are expected to promote and contribute to a cooperative and productive work environment. Staff are also expected to show respect and consideration to their colleagues and all patients and visitors to the hospital.
3. All staff are expected to follow the dress code for their area of work. All uniforms as required by different work areas should be worn at all times. Staff who do not have a uniform are expected to wear appropriate, respectful, modest business dress. Jeans are not considered appropriate attire.
4. The hospital is a no smoking hospital and smoking is only permitted in the designated smoking areas and only during official break periods.
5. All staff will abide by confidentiality rules and will not disclose any information about patients, the staff or the workings of the hospital, except in certain circumstances where express permission is given as per the Confidentiality Policy.
6. All staff are expected to comply at all times with the requirements of Health and Safety regulations and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
7. The Hospital has a Control of Visits in the Hospital and Security of Workers policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the Hospital and its service are as secure as possible.
8. The Hospital is committed to equality and all staff are expected to treat colleagues, patients and visitors to the Hospital with dignity and respect, regardless of their ethnic background, religion, race, gender, age or sexual orientation.
9. All staff are expected to familiarise themselves with the requirements of the Hospitals policies and procedures for staff and also their specific area of work.
10. All appointments within the Hospital are subject to pre-employment health screening.
11. All staff are responsible for ensuring that all risks of cross infection to patients are minimised and that all policies, procedures and guidance relating to infection control practice are adhered to.
12. All staff are responsible, where relevant, for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. The job description gives a general outline of the duties of the position and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the member of staff.
14. Any other duties as designated by your manager and which are commensurate with the grade.

## Essential Requirements for The Post:

Diploma/BA in Business Administration

Computing skills (Databases/HMIS)

Essential Patient Scanning and Archiving skills knowledge/experience

Excellent Prioritisation/Record keeping skills (Organised and methodical)

Excellent Customer care skills (Ability to deal with pressurised situations)

Trustworthy and Discreet (Handling/dealing with classified patient information)

Essential communication skills in Arabic and English.

Name \_\_\_\_\_

Date \_\_\_\_\_

Signed \_\_\_\_\_