



	POSITION TITLE	Elective Booking Coordinator		
	DIRECTORATE	Operations Directorate	DEPARTMENT	Administration Service
	REPORTING TO (operationally)	Administration Services Manager	REPORTING TO (professionally)	Outpatient Team Leader
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Administration Services in the Hawke's Bay District Health Board (HBDHB) Staff reporting - Nil Direct - Nil Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To be responsible and accountable for carrying out the booking and scheduling processes associated with Outpatient clinics following the elective services principles and in an efficient and courteous manner. ▪ To ensure accurate and timely data quality through the effective use of the patient information management system. ▪ To work effectively as part of the multidisciplinary team. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Medical service. ▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision ▪ To provide additional support to reception and Health Records as required 			
KEY DELIVERABLES	<p>To Process and Book OPD Referrals</p> <ul style="list-style-type: none"> ▪ Accurate and complete data is entered into the patient management system in a timely manner. ▪ Patient contact is made in a timely manner. ▪ All patients on waiting list are phoned to check details within one month of appointment being sent out. ▪ Bookings are made in order of priority ▪ Bookings are made according to clinic master ▪ Bookings are made in a timely manner in accordance with EPSI2 reports, SQL reports, regular monitoring of the 7's reports. ▪ Clinic time is utilised effectively ▪ First Specialist Assessments (FSA's) are booked within the 4 month time frame ▪ Issues with access to clinic in the 4 month time frame are communicated. ▪ Faster Cancer Treatment patients are booked within required timeframes and escalated when there are issues with access to clinics. ▪ All Maori/Pacific Island patients are referred to the preventative DNA pathway if contact is not made prior to First Specialist Appointment (if applicable as determined by management). ▪ All patient appointments are linked to an active referral for First Specialist Assessment and Follow up appointments. ▪ Clinic appointment notification cards are issued 3 weeks in advance of the appointment date. ▪ All New Patients are contacted over the phone prior to any appointments being made to ensure demographics are correct and patient can attend appointment. ▪ Additional information brochures, questionnaires etc. are sent accordingly with the clinic appointment notification cards (if required). ▪ Additional comments are entered in the patient management system to identify extra patient requirements e.g. Registrar or Consultant, or any clinical interventions that maybe required ▪ Referrals are regularly audited and missing referrals are traced. ▪ Adherence to HBDHB Privacy/Confidentiality Code/Patient Code of Rights. <p>To Process Information Regarding Clinic Attendance</p> <ul style="list-style-type: none"> ▪ All patients on clinic lists are attended/DNAs captured. ▪ Patients are reappointed as appropriate. ▪ Outcomes of clinic appointments are entered within 2 working days of clinic. Exception – end of month reporting requires all outcomes to be completed prior to end of first working day of following month. ▪ The Did Not Attend (DNA) process is completed complying with the DNA policy. Patients are referred to the Maori Health Unit if required. ▪ Interventions recorded on the Clinic Processing Sheet are entered into the patient management system to ensure correct funding is applied. ▪ Additional clinical comments are entered to identify extra patient requirements for further bookings e.g. REG or Consultant, interventions required. <p>Monitoring Service Quality</p> <ul style="list-style-type: none"> ▪ Patients are booked in order of priority. ▪ Information on the patient management system is accurate and reflects current situation. ▪ Clinic utilisation is maximised. ▪ Waiting times for clinics are monitored as requested. 			

	<ul style="list-style-type: none"> ▪ Relevant clinic statistics are collated as required. ▪ Trends and variations are communicated to manager. <p>To Provide Additional Cover for Reception</p> <ul style="list-style-type: none"> ▪ Provide reception cover as and when required. ▪ Patients and others are attended to promptly and directed to appropriate location. ▪ Patients and others are greeted and welcomed in a friendly, courteous manner. ▪ Telephone and visitor enquiries are responded to promptly, courteously and efficiently. ▪ Tracking patient notes when necessary. <p>Teamwork</p> <ul style="list-style-type: none"> ▪ A positive interactive attitude is displayed. ▪ Support and advice is sought when necessary. ▪ Interaction, both written and oral, with all team members is appropriate. ▪ A professional image is presented to both staff and patients. ▪ To orientate and train staff within the Relief Pool when leave is required. <p>Customer Service</p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs ▪ Demonstrate an understanding of continuous quality improvement 		
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>		
KEY WORKING RELATIONSHIPS	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Administration Manager ▪ Manager, Reception & Health Records ▪ Booking Manager ▪ Outpatient Booking Team Leader ▪ Service Directors ▪ Manager Cancer Services ▪ Elective Services Administrators ▪ Elective Services Manager ▪ Booking Coordinators, Outpatients Department (OPD) and EBS ▪ Outpatient Services staff, Unit Receptionists, Registered Nurses, Care Associates, and Clinical Secretaries. ▪ Clinical Nurse Managers ▪ Associate Clinical Nurse Managers ▪ Consultants </td> <td style="vertical-align: top; width: 50%;"> <p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ General Practitioners </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Administration Manager ▪ Manager, Reception & Health Records ▪ Booking Manager ▪ Outpatient Booking Team Leader ▪ Service Directors ▪ Manager Cancer Services ▪ Elective Services Administrators ▪ Elective Services Manager ▪ Booking Coordinators, Outpatients Department (OPD) and EBS ▪ Outpatient Services staff, Unit Receptionists, Registered Nurses, Care Associates, and Clinical Secretaries. ▪ Clinical Nurse Managers ▪ Associate Clinical Nurse Managers ▪ Consultants 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ General Practitioners
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DELEGATION AND DECISION	Nil		
HOURS OF WORK	Varied to be discussed		
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHB/PSA Administration / Clerical Multi Employer Collective Agreement (MECA) \$48,840 to \$59,754 gross per annum according to qualifications and experience pro rata for hours worked.		
DATE	September 2019		
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil		
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Ministry of Health Targets. ▪ Referral Management Process ▪ This role is responsible for ensuring the Elective waiting list for outpatients is maintained within the MOH guidelines. ▪ Deals with patients to arrange Outpatient appointments and also medical, clinical and other administration staff in the outpatient service. ▪ Works closely with the Outpatient Administrator, Outpatient Team Leader and also the Elective Services Manager to ensure MOH Targets are met 		

ESSENTIAL CRITERIA

Qualifications

- Nil

Experience

- Two years Administration experience
- Previous booking and scheduling experience

Business / Technical Skills

- Data Entry
- Ability to use Word, Excel and Outlook

Key Attributes

- Able to demonstrate a **high degree** of flexibility.
- Superior customer service skills
- Excellent communication skills; ability to communicate with a wide range of people
- Highly motivated and a team player
- Able to build effective and positive relationships with key personnel within and external to the service.
- Customer focused, responsive to the needs of customers
- Culturally aware and sensitive
- Data entry experience and computer literacy
- Able to lift weights of up to 16kg (medical records)
- Positive attitude with problem solving focus

Effectively Engaging with Māori –

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role: Nil

Vaccination status for role: Nil

DESIRABLE CRITERIA

Experience

- Knowledge and experience in using ECA patient management system.
- Experience working in the health sector
- Knowledge of Elective Services systems and principles

Business / Technical Skills

- Nil



Our Vision

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our Values

HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.



HE KAUANUANU RESPECT
ĀKINA IMPROVEMENT
RARANGATE TIRA PARTNERSHIP
TAUWHIRO CARE