ROLE SPECIFIC TASKS

Inpatient Unit - Administration Officer

POSITION TITLE	Inpatient Unit – Administration Officer

ROLE SPECIFIC TASKS	**Functional & Operational Activities:**
	• Functional & Operational Activities:
	• Answer incoming phone calls and address all face-to-face enquiries to assist where required or needed following the Patient Services Customer Service SOP.
	• Action patient admissions, transfers and discharges in a timely manner and at the direction of the clinical staff. Print off Batch Report if applicable and Transfer of Care documents when required.
	• Update Patient Flow Portal as directed by clinical staff.
	• Dr pager numbers, G2G, IWT, non-clinical notes, assigned nursing.
	• Cross reference ISO alerts on EMR and update I/R column as needed.
	• Create and maintain patient folders.
	• Check front sheet and labels.
	• Collate patient paperwork upon discharge for HIS filing.
	• Update patient details in eMR, patient folder and patient labels as required.
	• Update the Admissions/Discharge book with patient details/times as required.
	• Check Admission/Discharge Book using Daily Bed Statement from Discern Analytics.
	• Review and update admin Communication channel as required.
	• Log AFM, Pegasus, CARPS requests, follow up and communicate as required.
	• Print out paging list weekly and review daily for updates, print After-hours Doctors list daily.
	• Complete daily, weekly and monthly Downtime checks. Follow Downtime procedures during a scheduled and unscheduled Downtime.
	• All requests from Patient Flow need to be communicated with I/C.
	• Source Taxi vouchers at the direction of the clinical staff.
	• Complete deceased patient paperwork as per CCLHD policies and procedures.
	• Assist patients with bedside phones, Wi-Fi and TV.
	• Log tickets via the SWSD for computers / printers / systems not working correctly.
	• Check Pegasus transfers/cancels and action when necessary.
	• Review Spotto – red battery alerts and change as needed.
	• Rove multiple IPU's as requested by Patient Services.
	• Follow procedure for Patient Valuables as per CCLHD policy.

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	• Follow up on outstanding requests as per direction of the clinical staff.
	Training: • Provide training and support to new team members. • Ensure all mandatory training is complete by due date. • Ensure all relevant positional training courses as directed by Manager are complete by due date. **General Duties & Responsibilities:** • Actively participate in quality improvement activities and provide a high level of customer service to all callers and customers. • Have an awareness of, and work in accordance with, the CCLHD Code of Conduct. • Display an attitude and behave in a manner which is in keeping with providing a service that is courteous, friendly, supportive and professional. • Ensure in partnership with the Unit and Patient Services that the workplace is free from bullying and harassment. • Follow defined work, health, safety and injury management policies and procedures to ensure a safe and healthy workplace. Take all reasonable care for your own safety and ensure the safety of others. • Use supplies and equipment economically, and actively attempt to minimise waste. • Perform any other delegated tasks appropriately and in line with your grading and capabilities. • Provide high quality customer service through personal attitude and accountability. • Conduct self in a professional and presentable manner at all times when on duty, including uniform presentation. • Liaise with other departments to provide support and to meet the needs of our customers. • Provide assistance to other team members when your work is up to date. • Monitor EOL on a regular basis and agree/disagree before pay download. • Maintain a tidy workstation; eating while at workstation is not permitted. • Personal mobile phone usage during shift should be kept to tea/lunch breaks. • Keep up to date with emails and Teams comms.

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	• Complete IMS for incidents or near misses when appropriate.

Revision and Approval History

Date Approved	Issue	Name and position of Author and Approver	Next Review due

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