

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

March 2023

Te Whatu Ora Health NZ is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Booking Administrator	
Reports to:	Team Leader	
Key Relationships:	Internal: • Team Leader/administrative team members • Service Manager • Clinicians • Wards and other staff	External: • Patients and their families • General practitioners • Other public and private health sector health agencies
Organisational Vision:	Te Whatu Ora Health NZ's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	Te Whatu Ora Health NZ Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the DHB are the values of the organisation: • Care & respect for others • Integrity in all we do • Responsibility for outcomes	
Role Purpose:	The key purpose of the role is to work to Te Whatu Ora Health NZ's standards (and Ministry of Health targets) for booking practices, with guidance from the Supervisors and Administration Team Leader. This includes the arriving and departing patients attending an outpatient clinic appointment and the booking of elective outpatient/inpatient admissions to ensure patients receive treatment within Te Whatu Ora Health NZ's and MoH guidelines.	
Complexity:	Most challenging duties typically undertaken or most complex problems solved: • the wide range of considerations when booking outpatient appointments e.g. planning, scheduling and communicating appointments to patients • being mindful of patient needs and constraints to assist patient-centric booking, and • managing daily, weekly workload.	

The Administrator will be successful when:

1. Patient flow is streamlined

Time is managed well to support prioritisation and completion of competing demands.

Front of house duties:

- Patient management system is checked for patient demographics and updated as appropriate.
- Patient confidentiality and privacy is maintained at all times.
- All information required by Te Whatu Ora Health NZ's Management is collected as per agreed protocols and business rules.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff.

2. Standardised booking processes are followed contributing to a high performing booking system

Outpatient Bookings

- Referral letters are managed as per Te Whatu Ora Health NZ's Elective Services Guidelines (Orange Book V2).
- All data is entered into the patient management system accurately and in a timely manner.
- All urgent referrals are allocated to the earliest possible clinic.
- Appointments are made and appointment letters are sent in advance in accordance with the current policy.
- Patient appointments are monitored to keep within Departmental and MOH guidelines.
- Clinical opinion is obtained regarding any re-categorisation queries from General Practitioners or other referral sources.
- Vacant appointment spaces are filled to ensure an efficient flow of patients through all clinics.
- Cancellations are kept to a minimum by liaising with medical staff over conference and other leave commitments.
- Patient documents/results are available before the clinic commences.
- Post-clinic tasks are followed up and completed including coding and follow up/discharge of non-attenders (DNA)

Patient admissions booked

- Patients are notified, by phone or letter, of all pre-admission and admission information.
- Patients attend pre-admission clinic and are admitted on the day of surgery, according to surgical protocol.
- Interpreter service is arranged as required.
- Wards and admitting officer receive advance notice of booked patients.

3. Effectively communicate with all internal and external clients	
• All enquires and requests from Te Whatu Ora Health NZ Waitaha Canterbury staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. • Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals. • Good public relations and communication skills are practised at all times.	
4. Undertake other duties and projects as reasonably directed by the Team Leader from time to time	
• Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.	
5. Communication	
• Positive and professional behaviours in all relationships are role modelled • Communication is clear, open, accurate and responsible • Confidentiality is maintained • Communicates clearly and proactively seeks feedback • Minutes that are recorded and circulated are read and actioned appropriately • Contribute to a supportive environment in order to create a high functioning service	
6. Quality	
• A quality service is provided by taking an active role in quality activities and identifying areas of improvement • Be familiar with and apply the appropriate organisational and divisional policies and procedures	
7. Health and Safety	
Maintain a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards. All Te Whatu Ora Health NZ Waitaha Canterbury safe work procedures and instructions are observed • Own safety and that of others is ensured • All hazards or potential hazards are immediately reported • Protective equipment is used when appropriate and protective clothing is worn when required • Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed • Workplace hazards and employees health is monitored • All accidents or incidents are promptly reported to your manager • Te Whatu Ora Health NZ Waitaha Canterbury's rehabilitation plan, to ensure an early and durable return to work, is activated when required • Advice is sought from your manager if you are unsure of any work practice	

PERSON SPECIFICATION:

Leadership Capabilities <i>(as per the Leadership Capability Framework)</i>	
Dimension	Description
Display self-knowledge	Actively seeks feedback on opportunities to improve
Builds relationships and mobilise support	Communicate and influence others
Communicate a vision and sense of purpose	Inspire a sense of purpose and commitment
Stimulate innovation and create immediate wins	Model and cultivate innovation and creative practices
Consolidate and continuously improve on strategic change	Identify change imperative and opportunities
Fosters a positive culture	Embrace difference and diversity
Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
Essential: • Excellent customer service skills – people focused • Technically savvy – quick at picking up new applications/systems • Excellent organisational, time management and problem solving skills • Ability to achieve accuracy and maintain attention to detail • Ability to meet deadlines and work unsupervised • A team player • Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel • Excellent keyboard skills • High level of written and verbal communication skills • Demonstrated perceptiveness and a proactive approach in an administrator role. Desired: • Broad administrative experience in a health related field • Knowledge of medical terminology • Familiarity with the public hospital system (including the patient management system) • Awareness of people of differing cultural backgrounds.	

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified