

## Position Description

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| <b>Position</b>            | <b>Outpatient Administrator</b>                                                                                                               |
| <b>Team / Service</b>      | Reception and Community, Patient Administration Services                                                                                      |
| <b>Directorate</b>         | Hospital Flow                                                                                                                                 |
| <b>District</b>            | Capital, Coast & Hutt Valley                                                                                                                  |
| <b>Responsible to</b>      | Team Leader, Administration, Reception and Community                                                                                          |
| <b>Children's Act 2014</b> | This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years |
| <b>Location</b>            | Wellington Regional Hospital, Kenepuru Hospital                                                                                               |

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly.

Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care

- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- Provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.                                                                            |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness                                                                                                           |

**Mana Māori**                      Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### **Hutt Valley**

#### **Vision**

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### **Mission**

Working together for health and wellbeing.

#### **Ō mātou uara – Values**

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### **Capital & Coast**

#### **Vision**

Keeping our community healthy and well

#### **Mission**

Together, Improve the Health and Independence of the People of the District

#### **Value**

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Service Perspective

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The Patient Administration Service (PAS) is a group of five services which work together to support the patient journey from referral, to a Capital, Coast and Hutt Valley treatment provider, right through to discharge. PAS goals are to provide high quality, efficient and effective administration support to enable clinical staff to concentrate on patient care.

## Purpose of the role

To provide a quality, customer focussed reception service to patients attending clinics or making a telephone enquiry. To ensure that all patient encounters are recorded in the patient management system, their demographic details, eligibility status and purchasing status is validated and updated on arrival. To ensure that booking protocols for clinics are strictly followed to minimise disruption to patients and clinicians and to keep waiting times to a minimum. To ensure that patients who failed to attend are updated in the system and processed according to policy.

## Key Accountabilities

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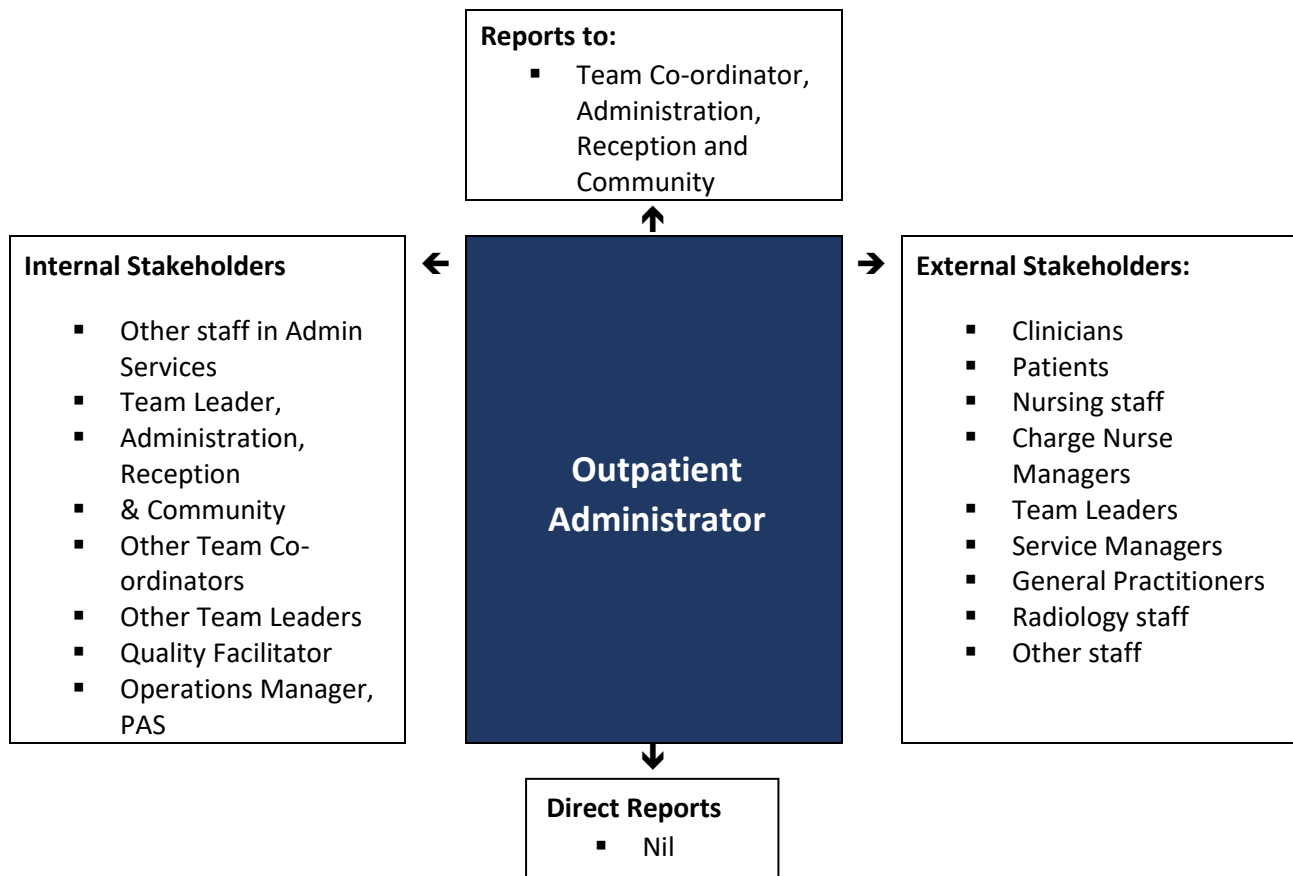
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to the position required to be performed from time to time.

| Key accountabilities | Deliverables / Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 1. Arrival           | <ul style="list-style-type: none"><li>▪ Greets patient, confirms appointment, checks patient demographic information each visit to maximise revenue:</li><li>▪ Updates any changes to patient demographic details in patient management database</li><li>▪ Confirms eligibility for treatment, ACC status, ethnicity details and other requirements</li><li>▪ Follows up with finance dept on patients that are not eligible</li><li>▪ Ensures that patient attendance or non-attendance is recorded in SCP the same day as appt, if awaiting clinical review comments are to be updated to reflect this</li><li>▪ Advises clinician/nurse of patients arrival and any special instructions</li><li>▪ Attends to patients in waiting room who need assistance prior to treatment commencing</li><li>▪ Ensure patients are not waiting more than 30 minutes without follow up or advice of clinic delays</li><li>▪ Maintains a professional appearance and manner at all times</li></ul> |

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| 2. Scheduling       | <ul style="list-style-type: none"> <li>▪ Makes follow-up appointments, following Clinic Protocols , before patient leaves the department if able</li> <li>▪ Schedulers must liaise with nursing and medical staff by phone or in person if a patient cannot be scheduled within the criteria</li> <li>▪ When patients /clinics are cancelled input from nursing or medical staff MUST be sought to select alternative appointments for patients, these must be noted in comments appropriately</li> <li>▪ The Did Not Attend (DNA) policy must be followed when re-booking a patient who has missed an appointment including First Specialist Assessment (FSA) appointments</li> <li>▪ All patients requirements are tracked to ensure that all prerequested tests/investigations/procedures are completed prior to booking clinic appointment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                           |
| 3. Departure        | <ul style="list-style-type: none"> <li>▪ An outcome must be entered into scheduling system for every patient visit including telephone or virtual clinics</li> <li>▪ Required diagnosis codes must be added as relevant for service for funding purposes as noted on outcome form by clinician</li> <li>▪ Any extra procedures taking place in clinic must be added during processing of the outcome form</li> <li>▪ Reception is responsible for following up outcomes/tracking on a daily basis for every patient</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4. Customer Service | <ul style="list-style-type: none"> <li>▪ Inbound Calls</li> <li>▪ Assistance to patients and general practitioners is given in a customer focussed, professional manner</li> <li>▪ Answers all telephone calls appropriately and attends to the matters arising from phone queries in a prompt and courteous manner, minimising ongoing issues</li> <li>▪ Takes ownership for patient enquiries and at all times undertake to seek answers. Only passes on if appropriate to do so</li> <li>▪ A request for rescheduling from a patient will be done immediately so that time can be agreed with patient and followed up with a letter of confirmation</li> <li>▪ Patients with an "Urgent" priority who wish to be rescheduled will be discussed with nursing or medical staff prior to organisation of a new appt date</li> <li>▪ Cancellations will be replaced with another patient if able</li> <li>▪ Cancellations for patients with "urgent" priority must be notified to the service</li> <li>▪ Outbound Calls</li> <li>▪ When rescheduling patients from a cancelled clinics, patients must be contacted by telephone (as well as by change of appointment letter) if the appointment is within 14 days of the cancelled clinic</li> </ul> |

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| 5. Te Tiriti o Waitangi           | <ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>                                                                                                                                                                                                                                                                                       |
| 6. Medical records                | <ul style="list-style-type: none"> <li>▪ Takes responsibility for any medical records in the department</li> <li>▪ Ensures all medical records are tracked in the SCP system as they are moving to another location</li> <li>▪ Ensures that medical records and /or other information required for clinics is requested and is available by the time of the visit as appropriate</li> <li>▪ Ensures that appropriate lists are available for clinicians for their clinic session</li> <li>▪ Medical records are transported to clinic area, checked and accounted for and stored in a private location</li> <li>▪ Ensures that confidentiality of patient information is maintained at all times</li> </ul> |
| 7. Continuous Quality Improvement | <ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction</li> <li>▪ Maintains an up to date and accurate desk file of the necessary tasks relevant to this position.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8. Team Communication             | <ul style="list-style-type: none"> <li>▪ Maintains open, effective and appropriate communication with own team, other teams ,clinical staff and patients</li> <li>▪ Responds to requests for information promptly and accurately</li> <li>▪ Keeps clear, accurate and relevant records</li> <li>▪ Participates in team meetings</li> <li>▪ Supports co-workers</li> </ul>                                                                                                                                                                                                                                                                                                                                   |
| 9. Risk Minimisation              | <ul style="list-style-type: none"> <li>▪ Identifies risks and notifies Coordinator / Team leader of these</li> <li>▪ Complies with CCHV Reportable events policy and other policies and procedures</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10. Occupational Health & Safety  | <ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> <li>▪ Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>                                                                                                                                                                                                                                            |

## Key Relationships & Authorities



## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Competency             | Behaviours                                                                                                                                                                                                                                                                                                                                      |
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| Dealing with Ambiguity | <ul style="list-style-type: none"><li>Can effectively cope with change</li><li>Can shift gears comfortably</li><li>Can decide and act without having the total picture</li><li>Isn't upset when things are up in the air</li><li>Doesn't have to finish things before moving on</li><li>Can comfortably handle risk &amp; uncertainty</li></ul> |

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| <b>Process Management</b>  | <ul style="list-style-type: none"> <li>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organise people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows what to measure and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</li> </ul> |
| <b>Priority Setting</b>    | <ul style="list-style-type: none"> <li>▪ Spends their time and the time of others on what's important</li> <li>▪ Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>▪ Can quickly sense what will help or hinder in accomplishing a goal</li> <li>▪ Eliminates roadblocks</li> <li>▪ Creates focus</li> </ul>                                                                                                                                                 |
| <b>Conflict Management</b> | <ul style="list-style-type: none"> <li>▪ Steps up to conflicts, seeing them as opportunities</li> <li>▪ Reads situations quickly</li> <li>▪ Good at focused listening</li> <li>▪ Can hammer out tough agreements and settle disputes equitably</li> <li>▪ Can find common ground and get cooperation with minimum noise</li> </ul>                                                                                                                                                        |
| <b>Political Savvy</b>     | <ul style="list-style-type: none"> <li>▪ Can manoeuvre through complex political situations effectively and quietly</li> <li>▪ Is sensitive to how people and organisations function</li> <li>▪ Anticipates where the land mines are and plans their approach accordingly</li> <li>▪ Views corporate politics as a necessary part of organisational life and works to adjust that reality</li> <li>▪ Is a maze-bright person</li> </ul>                                                   |
| <b>Negotiating</b>         | <ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations with both internal and external groups</li> <li>▪ Can settle differences with minimum noise</li> <li>▪ Can win concessions without damaging relationships</li> <li>▪ Can be both direct and forceful as well as diplomatic</li> <li>▪ Gains trust quickly of other parties to the negotiations</li> <li>▪ Has a good sense of timing</li> </ul>                                                      |
| <b>Integrity and Trust</b> | <ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Doesn't misrepresent for personal gain</li> </ul>                                                                                                                                                                     |

| Competency       | Behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Composure</b> | <ul style="list-style-type: none"> <li>▪ Is cool under pressure</li> <li>▪ Does not become defensive or irritated when times are tough</li> <li>▪ Is considered mature</li> <li>▪ Can be counted on to hold things together during tough times</li> <li>▪ Can handle stress</li> <li>▪ Is not knocked off balance by the unexpected</li> <li>▪ Doesn't show frustration when resisted or blocked</li> <li>▪ Is a settling influence in a crisis</li> </ul> |

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Previous experience in a front-line Administration role
- Ability to take ownership accountability and responsibility for the role.
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous knowledge of patient management systems is desirable
- Flexible and adaptable
- At least 3 years administration experience
- Customer focused attitude

### B. Someone well-suited to the role will place a high value on the following:

- Able to multitask and work in a fast paced environment
- Excellent verbal and written communication skills.
- Integrity and Trust
- Demonstrates an eye for detail, accuracy and confidentiality
- Works extremely well under pressure
- Ability to Show flexibility - is willing to change work arrangements and work across all Outpatient areas, in the short term to help the service or team meet its commitments.

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.