

Position Description

Clinical Coder



The employee will undertake their role in a manner that demonstrates commitment to Ramsay Health Care and its values.

The Ramsay Way

We are caring, progressive, enjoy our work and use a positive spirit to succeed

We take pride in our achievements and actively seek new ways of doing things better

We value integrity, credibility and respect for the individual

We build constructive relationships to achieve positive outcomes for all

We believe that success comes through recognizing and encouraging the value of people and teams

We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

Position Title: Clinical Coder

Unit/ Department: Administration
(please tick relevant department) Clinical Coding
 Health Information Services

Reports to: Chief Health Information Manager
(please tick relevant Manager) Finance Manager
 Health Information Manager
 Health Information Services Manager

Position Summary: To provide accurate and timely abstracting and disease procedure coding for each patient discharged by the Hospital following Australian Coding standards. To provide support to the relevant Manager ensuring data is collected, collated and managed in line with Hospital and relevant legislative requirements.

Data will be used for billing, morbidity collections, research, statistical analysis, management information systems, quality activities and casemix management including Diagnosis Related Groups (DRG) allocation.

Qualifications/ Key Selection Criteria

Essential

- Qualifications: Completion of *Health Information Management Association of Australia (HIMAA) Clinical Coding Course*; Associate Diploma or Bachelor of Applied Science, Medical Record Administration or Health Information Management; or similar relevant tertiary qualification
- Eligible for membership with the *HIMAA*

Desirable

- Minimum 1 year hospital medical record coding experience covering a variety of medical specialities
- Membership of, or eligible for membership with the *Clinical Coding Society of Australia*
- Previous Private Hospital experience
- Experience with patient administration software relevant to hospital (ie. Meditech)
- Excellent time management and organisational skills
- Knowledge of health fund contracts
- Computer literacy

Key Performance Criteria

| Element | Criteria |
|--|---|
| Personal & Professional Development | <ul style="list-style-type: none"> Act in a professional manner at all times when dealing with internal and external customers Continually update knowledge in regards to professional occupation/work area and evaluate own performance to identify strengths and areas where professional growth can occur Positively promote the company in a positive manner both internally and externally Demonstrate a good work ethic that includes punctuality, integrity, respect for others and a commitment to professional practice Maintain confidentiality on all issues relating to the Hospital, customers and colleagues Understand and adhere to all Ramsay policies including the Ramsay <i>Code of Conduct, Confidentiality Privacy & Intellectual Property Policy, Safety Community & Environment Policy and Discrimination, Bullying & Harassment Policy</i> Dress and personal presentation reflect the requirements of the Ramsay Health Care Policy dealing with <i>Dress Code and Appearance Standards</i> Adhere to all Hospital policies including the <i>Infection Control Policy</i> Participate in the annual Performance Development and Review process Attend all mandatory training sessions provided by the organisation and be actively involved in other training and development as required |
| Customer Service / Customer Relations | <ul style="list-style-type: none"> Recognise and tolerate individual differences in others including gender, sexual preferences, age, disability and culture in line with Ramsay Health Care <i>Workplace Diversity Guidelines</i> Answer telephones promptly and courteously Provide timely and accurate information in response to queries by patients, visitors and other customers Maintain positive relationships and strong communication networks with all stakeholders and other departments so that quality outcomes are achieved Provide excellent customer service at all times in line with facility service standards / customer service principles |
| Teamwork & Communication | <ul style="list-style-type: none"> Demonstrate the ability to work both independently and within a team structure Behave in a friendly and supportive manner to other employees Work collaboratively and cooperatively with all members of the team Attend work as rostered and on time, and if unable to attend, provide sufficient notice so that appropriate action can be taken Resolve any workplace conflict in a professional manner through the correct organisational processes Assist new members of staff to effectively perform their role including orienting and helping them to support skill and knowledge acquisition Demonstrate sound communication skills, both written and verbal Attend departmental meetings and read relevant communications while contributing to improving standards of service in line with the needs of the Hospital and its customers Support and assist Ramsay Managers in their objective to make Ramsay a leader in corporate responsibility by reducing its impact on society and the environment and fostering an understanding of the principles of corporate responsibility |
| Quality / Continuous Improvement | <ul style="list-style-type: none"> Promote best practice in line with organisational policies and procedures Support and participate in improvement programs as highlighted in staff or patient satisfaction surveys, including addressing any individual needs highlighted or assisting to implement improvement action plans (eg. Press Ganey surveys) Be involved and support continuous improvement projects and audits being undertaken in the department and the organisation Actively support continuous improvement programs involving state health services, accreditation and other regulatory bodies |

| Element | Criteria |
|---|---|
| Technical Skills & Application | <ul style="list-style-type: none"> • Be aware of and abide by the relevant code of ethics including principles included in the Australian Coding Standards • Consistently demonstrate ability to appropriately assign accurate and timely coding of diagnosis and procedures using current coding standards and practice including: <ul style="list-style-type: none"> – ICD-10-AM (International Statistical Classification of Diseases and Related Health Problems) [Australian modification, current version] as updated – ACHI (Australian Classification of Health Interventions) – State Coding Authority advice • Maintain thorough up-to-date knowledge of changing coding guidelines • Perform computer entry of morbidity data and allocation of DRGs • Effectively follow-up documentation and reports that are absent from the medical record • Effectively follow-up outstanding coding on a regular basis • Assist the Health Information Service aim of coding outstanding records within designated days or less after patient discharge • Perform ongoing active monitoring of the throughput of records coded and records outstanding to be coded, providing regularly updates to the Manager as required • Liaise with Billing personnel about ICD-10-AM codes and/or DRGs required for timely handling of accounts and requests • Complete coding within the clinical ward as needed including those for inpatient health fund step down patients • Participate in both internal and external coding audits • Liaise with medical officers, clinical staff and administrative staff to obtain accurate information to facilitate coding • Participate in patient reporting system and data transmission activities as required • Refer any queries or problems regarding allocation of ICD-10-AM codes to the Manager for discussion • Report appropriate information through to external state departments and registers • Utilise equipment and resources effectively and efficiently • Perform other duties as requested by the Manager |
| Risk Management / Workplace Safety | <ul style="list-style-type: none"> • Ensure safety of self and others in the workplace adhering to instructions given to Workplace Health and Safety (eg SOPs/ MSDS) at your facility and Ramsay Health Care • Use personal protective equipment where it is provided by the employer and undertake required training in its use • Attend face-to-face facility workplace health & safety training including orientation and annual mandatory training sessions • Comply with the requirements of the Ramsay Orientation & Mandatory Training Framework by ensuring you personally complete the relevant compulsory online annual mandatory training modules • Participate in and contribute to health and safety to ensure a safe work environment for clients, community, staff and visitors • Report all incidents and hazards utilising the facility's reporting procedures and mechanisms (ie. RiskMan) |

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|-----------------------------|--------------------|
| Employee Name: _____ | Date: _____ |
| Signature: _____ | |