



PD - MEDICAL RECORDS VOLUNTEER

Purpose of the Position

Help our hospital become more efficient and organised by providing administrative assistance to clinics and departments. Most of the work is project based, or work that involves reducing backlogs.

Hours of work are subject to agreement between the volunteer and the department and would be between Mon-Fri 7.30am-5pm. Volunteers are able to accept or reject any task.

Key Tasks of the Volunteer are:-

- Cull old medical records and file in correct location
- Make up new records
- Assist with photocopying, sending out invoices, unwrapping and packaging mail
- Find NHI numbers for reports or old medical records (pre NHI numbering system), etc which do not have them
- File loose pages in medical record in specified order
- Assist with mail outs
- Merge old records
- Comply with relevant Waikato DHB policies. These include but are not limited to: Privacy, Clinical Records, Health and Safety.

Expectations – it is expected that Volunteers will:

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Respect people's right to privacy and confidentiality at all times
- Ask for assistance from staff and refer all problems to the department co-ordinator and/or Volunteer Manager when required
- Communicate with and follow the direction/guidance of staff
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of Waikato DHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Manager or department co-ordinator for discussion.

Person Specifications

Training and Experience

- Desirable:**
- Clerical work experience

Competencies (Knowledge, Skills and Attributes)

- Essential:**
- Numerically competent
 - Good attention to detail
 - Committed to and highly aware of the need for confidentiality

Physical Requirements

- Capable of doing light lifting and physical work, although work would be tailored to the volunteers' capabilities – some duties can be done sitting down.