

MANYLION SWYDD:

Teitl Swydd:	Clerc Cofnodion Iechyd
Band Cyflog	Band 2
Oriau Gwaith a Natur y Contract	i'w gwblhau wrth recriwtio
Uwch Adran/Cyfarwyddiaeth	Gwybodeg
Adran	Cofnodion Iechyd
Safle	i'w gwblhau wrth recriwtio

TREFNIADAU SEFYDLIADOL

Yn rheolaethol atebol i:	Rheolwr Cofnodion Iechyd Safle
Yn adrodd i: Enw'r Rheolwr Llinell	Goruchwyliwr Cofnodion Iechyd
Yn gyfrifol yn broffesiynol i:	

Crynodeb/pwrpas y swydd:

Bydd y Clerc Cofnodion Iechyd yn gyfrifol am ddarparu gwasanaeth cefnogi hanfodol mewn gofal parhaus cleifion, gan sicrhau bod y nodiadau achos yn y lle iawn ar yr amser iawn.

Hyrwyddo'r weledigaeth ar gyfer y gwasanaeth Cofnodion Iechyd yn weithredol, gan weithio tuag at ddyfodol o gofnodion digidol a chefnogi darparu cynlluniau moderneiddio Cofnodion Iechyd. Bydd angen i ddeilydd y swydd hefyd gefnogi gyda chyflawni'r cynllun Gweithredu Cofnodion Iechyd drwy gefnogi'r *Cydlynnydd Cofnodion Iechyd/Rheolwr Cynorthwyol y Safle*.

Bydd deilydd y swydd yn croesi dyletswyddau ym mhob agwedd o'r swydd gan gynnwys tynnu, ffeilio, chwynnu, dinistrio, paratoi, cyfuno a sicrhau cludiant/dosbarthiad diogel y nodiadau achos. Darparu gwasanaeth derbynfa broffesiynol ac effeithiol o fewn amrywiol fannau cleifion allanol, gan sicrhau bod yr holl gleifion ac ymwelwyr yn cael eu croesawu i'r adran mewn modd priodol. Sicrhau bod yr holl ddefnyddwyr gwasanaeth yn ymwybodol o bwysigrwydd olrhain cofnodion cleifion i'w leoliad cywir. Gall hyn fod o fewn cyfnod gwasanaeth 24 awr/365 diwrnod (*yn ôl oriau cytundeb*).

Bydd y clerch yn sicrhau bod polisïau a gweithdrefnau'n cael eu dilyn mewn cydymffurfiaid â Llywodraethu Gwybodaeth (LIG) a Gweithdrefn Rheoli Cofnodion Iechyd, gan gwrdd â set o amcanion i ddarparu gwasanaeth o ansawdd uchel, effeithiol ac effeithlon. Byddwch yn dilyn gwerthoedd ac ymddygiad craidd

sefydliadol, polisïau ac amcanion adrannol i ddarparu gwasanaeth effeithiol ac effeithlon o ansawdd uchel, gan gadw at leiafswm safonau ac amlinellau KSF.

DYLETSWYDDAU A CHYFRIFOLDEBAU:

- Ymateb yn effeithiol a phroffesiynol i bob ymholiad ffôn ac wyneb yn wyneb yn ddoeth a sensitif fel bo angen i'r sefyllfa, lle efallai bydd rhwystrau i ddeall, gan sicrhau bod cyfrinachedd claf yn cael ei gynnal bob amser.
- Cadw at rota gwaith yr adran, sicrhau bod pob tasg yn cael ei chyflawni, cynllunio a blaenoriaethu gwaith yn briodol gan adrodd am unrhyw broblem i'r *Goruchwylydd Cofnodion Iechyd*.
- Sicrhau dealltwriaeth drylwyr o systemau ffynhonnell i nodi gweithgaredd cleifion, defnyddio'r wybodaeth hon i ddarganfod nodiadau achos a gollwyd neu wedi'u cam ffeilio ac ni all staff eu darganfod yn rhwydd.
- Cynnal strwythur a diogelwch dogfennau a ddelir o fewn bob nodiadau achos, gan ffeilio adroddiadau/dogfennau'n gywir.
- Bod yn gyfrifol am weithredu'n briodol o ran cais a rhannu cofnodion a dderbyniwyd i'r adran.
- Dechrau, pan fo'n briodol, y broses ar gyfer chwilio am nodiadau achos 'ar goll/wedi'u cam-ffeilio'. Cynnal cofnod o weithredu, cyflwyno i'r *Goruchwylydd Cofnodion Iechyd* yn rheolaidd.
- Mynychu a chyfrannu at gyfarfodydd fel bo angen er mwyn gwella darpariaeth gwasanaeth.
- Sicrhau cydymffuriad gyda darparu perfformiad allweddol drwy gofnodi ffigyrau archwilio misol mewn modd amserol ar SharePoint.
- Gan ddefnyddio'r system ffynhonnell leol, darparu gwybodaeth ar gyfer ffurflenni DSS, CICB a chleifion preifat.
- Dylai holl staff Cofnodion Meddygol fynychu hyfforddiant blynyddol gweithdrefnau digwyddiadau mawr, er mwyn i ddeilydd y swydd ddeall eu swyddogaeth a chymryd rhan pe byddai digwyddiad mawr.
- Cynorthwyo i hyfforddi staff newydd yn ystod eu cyfnod o gynefino a hyfforddiant mewnol.
- Sicrhau cydymffuriad gyda hyfforddiant gorfodol eich hunan, gan ymgymryd â hyfforddiant trin â llaw blynyddol er mwyn lleihau risgiau a all fod yn bresennol wrth godi a symud nodiadau achos.
- Defnyddio'r holl gyfarpar a ddarperir pan a lle bo angen i leihau risgiau ac adrodd am unrhyw gyfarpar wedi torri neu ddiffygiol.
- Cynnal amgylchedd gwaith diogel i chi a'ch cydweithwyr a all gael eu heffiethio gan eich gweithredoedd neu fethiant. Codi pryderon ynghylch risgiau'n briodol, gan hysbysu'r rheolwr llinell ac adrodd drwy Datix

Dyletswyddau Llyfrgell

- Cael nodiadau achosion ar gyfer ceisiadau a sicrhau olrhain cywir gan ddefnyddio modiwl nodiadau achosion cyfrifiadurol ar y System Weinyddu Cleifion.
- Bod yn gyfrifol am sicrhau bod bob cais a dychweliad o bob lleoliad yn cael eu gweinyddu'n effeithiol ac at derfynau amser.
- Ailgyhyrchu nodiadau achos gan hynny o'r archif e.e. micro-lun/microffilm/sgan, pan fo angen.
- Ailrwympo hen nodiadau achosion neu rhai blêr, gan sicrhau fod yr holl ddogfennau'n gywir ac yn gyfredol ar gyfer unrhyw gyfeirio yn y dyfodol ac yn cydymffurfio â'r Ddeddf Gwarchod Data.
- Ffeilio nodiadau achos wedi iddynt gael eu dychwelyd i'r llyfrgell yn y lleoliad cywir, gan sicrhau bod nodiadau achos yn cael eu holrhain yn gywir.
- Cofrestru genedigaethau a derbyniadau brys ar y System ffynhonnell gan sicrhau lle bo angen fod nodiadau achosion wedi'u creu a'u danfon i'r man cywir. Sicrhau cydymffurfiaid â Gweithdrefnau Gweithredu Safonol o ran cofrestru cleifion i rwystro dyletswyddau a chofnodi gwybodaeth anghywir.
- Diweddarw cofrestrïadau ar y System Gweinyddu Cleifion i ddangos "Marwolaeth Claf" gan sicrhau bod nodiadau achos yn cael eu symud o'r ffeil gyfredol i'r man storio priodol.
- Diffinio, cadarnhau cofrestrïadau dybledig ar y system ffynhonnell gan ddefnyddio pecynnau, cyfuno cofnodion papur ac electronig fel sy'n briodol.
- Ar gais, llungopïo nodiadau achos yn gywir yn unol â gweithdrefnau i anfon i ysbytai eraill a/neu Fynediad at Iechyd, yn unol â deddfwriaeth berthnasol.

Dyletswyddau Paratoi

- Paratoi nodiadau achos ar gyfer clinigau yn unol â gweithdrefnau paratoi clinig a'r lleiafswm safonau a gytunwyd. Sicrhau bod yr holl ddogfennaeth berthnasol ar gael ar gyfer bob apwyntiad clinig gan hysbysu'r *Goruchwylydd Cofnodion Iechyd* am unrhyw broblem.

- Cario bwndeli o nodiadau achos o faint addas i ac o leoliadau o fewn a'r tu allan i'r llyfrgell, ac os bydd angen, defnyddio'r trolïau sydd ar gael, yn unol â chanllawiau trin â llaw ac iechyd a diogelwch.
- Sicrhau bod yr holl nodiadau achos sydd eu hangen ar gyfer y clinig yn cael eu danfon o leiaf 24 awr cyn dyddiad y clinig ac esgyn unrhyw oediadau i'r tîm rheoli. Os bydd apwyntiad rhybudd byr, bydd nodiadau achos yn cael eu lleoli a'u danfon yn unol â hyn.

Dyletswyddau derbynfa

- Sicrhau bod holl ddemograffeg cleifion yn cael eu gwirio ar bob mynychiad a bod unrhyw newidiadau'n cael eu cofnodi'n gywir ar unwaith ar y system ffynhonnell a bod y nodiadau achos yn cael eu diwygio pan fo angen.
- Sicrhau bod cleifion sy'n cyrraedd y clinig yn cael eu nodi ar unwaith ar y system ffynhonnell a chyfeirio'r claf i'r man aros cywir.
- Sicrhau bod neilltuo apwyntiadau dilyn i fyny, gan gynnwys y rhai a nodwyd drwy system negeseuo testun, yn cael ei drafod gyda'r claf a'u haildrefnu pan fo angen, gan esgyn unrhyw broblemau dros-neilltuo yn unol â rheolau neilltuo.
- Sicrhau bod canlyniad mynychiad cleifion yn cael eu gweithredu'n gywir ac mewn modd amserol erbyn diwedd bob diwrnod gwaith gan gynnwys cleifion 'methu mynychu' a 'ac 'ni fynychwyd'.
- Cynorthwyo cleifion gydag ymholiadau cyffredinol a all gynnwys cadarnhau mynychiad ar gyfer costau teithio, cysylltu â'r porthorion a/neu'r gwasanaeth ambiwlans am gymorth.
- Atgyfeirio cleifion sy'n dymuno codi pryder i'r adran gywir i sicrhau eu bod yn cael eu trin mewn modd amserol a phriodol.

O fewn Ardal y Dwyrain

- Cynorthwyo i ganslo/lleihau clinigau fel bo angen. Ceisio eglurhad gan y *Cydlynnydd Cofnodion Iechyd* os yw canslo/lleihau clinigau yn llai na chwe wythnos.

JOB DETAILS:

Job Title	Health Records Clerk
Pay Band	Band 2
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Informatics
Department	Health Records
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Health Records Site Manager
Reports to: Name Line Manager	Health Records Supervisor
Professionally Responsible to:	

Job Summary/Job Purpose:

The Health Records Clerk will be responsible for providing an essential support service in the continuing care of patients, ensuring that the casenotes are at the right place at the right time.

To actively promote the vision for the Health Records service working towards a Digital Records future and support the delivery of modernisation plans for Health Records. This will require the post holder to support with the delivery of the Health Records Operational Plan by supporting the *Health Records Co-ordinator/Assistant Site Manager*.

The post holder will cross cover in all aspects of the role including, the pulling, filing, pruning, destruction, preparation, amalgamation and secure transportation/delivery of the casenotes. Providing a professional and efficient reception service within various outpatient areas, ensuring that all patients and visitors are welcomed to the department in an appropriate manner. Ensuring that all service users are aware of the importance of tracking the patient record to its correct location. This may be within a 24 hour/365 days service period (*as per contracted hours*).

The clerk will ensure policies and procedures are followed in compliance with Information Governance (IG) and the Health Records Management Procedure, meeting set objectives to provide a high quality, efficient and effective service. Following organisational core values and behaviours, departmental policies and objectives to provide a high quality, efficient and effective service adhering to agreed minimum standards and KSF outlines.

DUTIES/RESPONSIBILITIES:

- To respond effectively and professionally to all telephone and in-person enquiries using tact, discretion and sensitivity as appropriate to the situation, ensuring patient confidentiality is maintained.

- Adhere to departmental work rotas, to ensure all tasks are achieved, planning and prioritising work appropriately reporting any problems to the *Health Records Supervisor*.
- To ensure a thorough understanding of source systems to identify patient activity, applying this knowledge to locate misfiled and lost casenotes which staff cannot find easily.
- Maintain structure and security of documents held within each casenote, filing reports/documents accurately.
- To be responsible for taking appropriate action in relation to request and distribution of records received into the department.
- Initiate where appropriate the procedure for searching for 'missing/misfiled' case notes. Maintaining a record of actions, submitting to the *Health Records Supervisor* on a frequent basis.
- Attend, and contribute to meetings as required in order to improve service delivery.
- To ensure compliance with the delivery of key performance by completion in a timely manner of monthly audit figures on SharePoint.
- Using the local source system, to provide information for DSS, CICB and Private Patient forms.
- All Health Record staff should attend annual training on the major incident procedure to enable the post holder to understand their role and to take part in the event of a major incident.
- Assist in the training of new members of staff during induction and during the 'on the job' training period.
- Ensure compliance with own Mandatory training, including undertaking annual Manual Handling training in order to minimise risks which may be present when lifting and transporting case notes.
- To use all provided equipment where and when necessary to minimise risks and report all broken or faulty equipment.
- To actively maintain a safe working environment for yourself and your colleague who may be affected by your acts or omissions. Raising all concerns about risk appropriately, informing line manager and reporting via Datix.

Library Duties

- Retrieve case notes for requests and ensure accurate tracking using the computerised case note module on the Patient Administration System.
- To be responsible for ensuring all requests and returns from all areas are administered efficiently and to deadlines.
- Reproduce casenotes accordingly from archive i.e. microfiche/microfilm/scanned, as and when requested.
- Rebinding of old or untidy case notes ensuring all documentation is accurate and up to date for further reference and compliance with the Data Protection Act.
- Filing of casenotes upon return to the library in the appropriate location, ensuring casenotes are tracked correctly.
- Register new births and emergency admissions on the source system, ensuring where necessary that casenotes are created and sent to the correct location. Ensuring adherence to Standard Operating Procedures in relation to registration of patients to prevent duplicate and inaccurate recording of information.
- Update registrations on the Patient Administration System to indicate "Deceased Patients" making certain that case notes are taken from main filing area to the appropriate storage area.
- Define, confirm duplicate registrations on source system using appropriate packages, amalgamating paper and electronic records as appropriate.
- Upon request accurately photocopy casenotes in line with procedure to send to other hospitals and / or Access to Health, in compliance with relevant legislation.

Preparation duties

- Prepare casenotes for clinics in accordance with the clinic preparation procedure and agreed minimum standards. Ensuring that all relevant documentation is available for each clinic appointment alerting *Health Records Supervisor* of any issues.
- To carry suitably sized bundles of casenotes to and from locations within and outside the library and where necessary utilise trolleys available, in accordance with manual handling and Health and Safety guidelines.
- Ensure that all casenotes required for clinic are delivered at least 24 hours before clinic date and escalate any delays to management team. In the event of a short notice appointment, casenotes are located and delivered accordingly.

Reception duties

- Ensure that all patient demographics are checked at each attendance and any changes are recorded correctly immediately on the source system and the casenotes are amended where necessary.
- Ensure the prompt arrival of patients to clinic on the source system and direct patient to the correct waiting area.
- Ensure booking of follow-up appointments, including those notified via the text messaging system, are negotiated with the patient and reschedule when necessary, escalating any overbooking issues as per booking rules.
- Ensure the outcome of patient attendances are actioned correctly and in a timely manner by the end of each working day including 'Could Not Attend' and 'Did Not Attend' patients.
- Assist patients with general enquiries which may include confirmation of attendance for travel expenses, contacting portering and/or ambulance service for assistance.
- Referring patients who wish to raise a concern to the relevant Department to ensure these are dealt with in a timely and appropriate manner.

Within East area

- Assist in the cancellation/reduction of clinics as and when required. Seek clarification from the *Health Records Co-ordinator* if clinic cancellation/reduction is less than six weeks.