



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

**We invite applications for the following position:**

### **APPOINTMENTS CLERK**

**Salary range: CI\$36,600 – CI\$49,260 per annum**

**The Appointments Clerk coordinates and is responsible for all outpatient appointments for the Specialty and General Clinics. Provides support services in both the clerical and clinical settings and always ensures confidentiality is maintained.**

**Primary Responsibilities:** The Appointment Clerk will be responsible for arranging all outpatient appointments for Clinics and provide support services in both the clerical and clinical settings. Arrange appointments via telephone, manage Patient Portal Registrations, register patients for the online portal in Cerner, schedules appointment request via patient portal and ensures insurance information, email and other demographics are correct at the time of appointment. Reschedule appointments (including calling patients), manage patient appointment requests submitted via the Patient Portal, route calls received via Automated Call Attendant to the required destination and serve as a telephone Customer Service Representative for our customers/patients.

**Qualifications and Experience:** The successful candidate should possess a High School diploma with two (2) years telephonic and appointment working experience. Must have computer knowledge and experience using a Hospital EMR application or other scheduling application. Possess good communication and interpersonal skills and the ability to work with minimum supervision. Have a keen interest in, and aptitude for, working with computer technology and the ability to work as a team player.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidate.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application deadline: September 22, 2024**



## Job Description

<b>Job title</b>	Appointment Clerk	<b>Job Holder</b>	
<b>Reports to</b>	<i>Call Centre Supervisor</i>	<b>Section</b>	<i>Information Services</i>

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 124-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic, which is a purpose- built facility. The HSA’s Information Systems section is organized into 3 main groups: Technical Services, Application Services, and Statistical Services. The Technical Services include the Switchboard and Call Centre. The Call Centre Appointments Clerk works at the Call Centre. The Appointment Clerk assists and evaluates patients referred for Specialist Clinic and other Clinics by both Private and Government.

Post holder is responsible for providing customer support services both in the clerical and administrative and ensuring patient confidentiality at all times.

### Job purpose

To arrange and be responsible for all outpatient appointments for Specialty and General Clinics. Provides support services in both the clerical and clinical settings and always ensures confidentiality.

### Dimensions

Our current EMR, is an integrated hospital information management system including Registration, Scheduling, Charge Services, Master Patient Index, Patient Accounting, Order Entry, Inpatient Management, Clinical Documentation, Laboratory, Radiology, Pharmacy and Medical Records.

There are approximately 500 users of the EMR throughout the HSA.

- A. Post holder has no budgetary responsibilities.
- B. The incumbent is also responsible for arranging appointments to the section. A total of approximately 50-100 appointments is made daily.
- C. Post Holder is to offer Telephone Customer Service for Patients.

## **Duties and responsibilities**

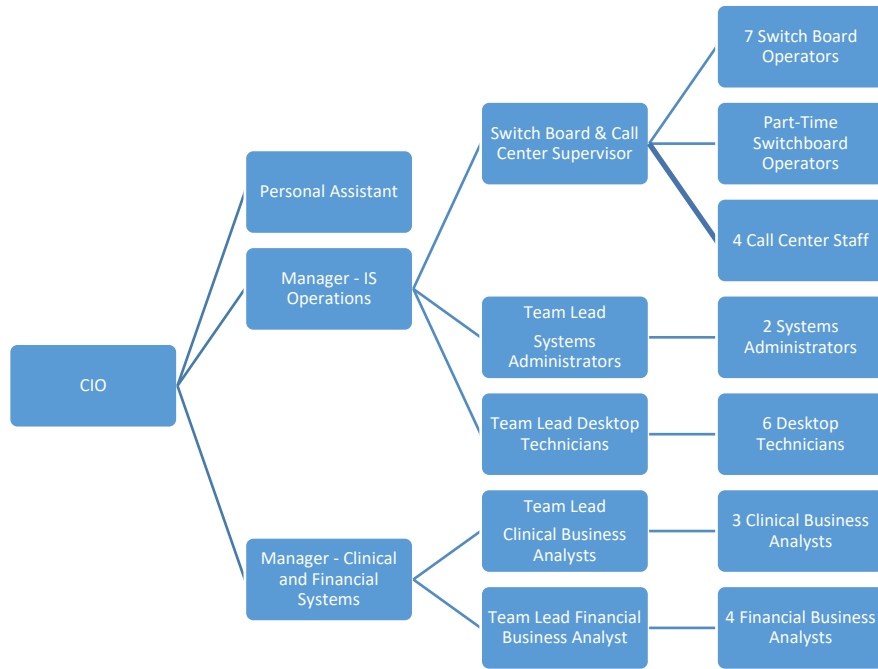
1. Arranges appointments via telephone.
2. Manage Patient Portal Enrollment.
3. Registers Patients for the online portal in Cerner.
4. Provides appointment services for Specialist, GP and West Bay (other clinics as we expand the services).
5. Schedule appointment request via patient portal.
6. Ensures insurance information, email and other demographics are correct at the time of appointment.
7. Reschedule Appointments (including calling patients).
8. Manage Patient Appointment request submitted via the Patient Portal.
9. Route calls received via Automated Call Attendant to the required destination.
10. Serve as a Telephone Customer Service Representative for our customers/patients.
11. Verify insurance details of patient scheduled for an appointment.

## **Qualifications, Experience & Skills Requirement**

The post-holder should:

- Post holder must possess a High School education (passes in English, mathematics) with computer knowledge and will receive on-the-job training.
- Two (2) years telephonic and appointment working experience.
- Has experience working in a Hospital EMR application or other scheduling type application.
- Possess good communication and interpersonal skills and the ability to work with minimum supervision.
- Have a keen interest in, and aptitude for, working with computer technology and the ability to work as a team player.
- Have familiarity with Microsoft Office products MS Word, MS Outlook and MS Excel optionally.

## Reporting Relationship



## Direct reports

The post holder does not directly supervise other staff but may be designated as a Team Leader.

## Other Working Relationships

On a daily basis incumbent must liaise with patients, and other hospital staff members with regard to the day to day running of the appointments and the patient portal.

## Decision Making Authority and Controls

Make a decision with regard to initial patient appointments, taking into consideration time available, and clinic protocols. Further patient arrangements are made in conjunction with the supervisor and/or physician's approval. Make decisions about eligibility using Insurance tools. Make decisions about Patient Portal enrolment.

## Working conditions

Normal office working environment. More than 90% of the job will involve the use of the computer. Above normal use of the telephone is expected in a helpdesk setting.

## Physical requirements

Sedentary position with repetitive use of computers.

## Problem/Key Features

The incumbent deals with patients from all lifestyles and varying medical conditions. Often their problems and enquiries require tact, diplomacy, and extensive PR skills. Therefore, the post holder must be outgoing, possess the ability to remain calm while dealing with various people.

## Evaluation Metrics

- Number of Call Answered
- Number of Abandon Call (lower number is better)
- Turn-a-round time for Patient Portal Registrations
- Percentage of Correct completed Appointments
- Level of Courtesy to Patients during phone calls

<b>Approved by:</b>	
<b>Date approved:</b>	<i>23-Nov-2017</i>
<b>Reviewed:</b>	<i>12-Jul-2022</i>
<b>Next Review</b>	