

PART I

HAWAII HEALTH SYSTEMS CORPORATION  
STATE OF HAWAII

1.030

1.031

Class Specifications  
for the

HEALTH UNIT CLERK I AND II  
SR-08; SR-10  
BU:03

Class Distinguishers:

Complexity: These classes reflect responsibility for performing a variety of clerical tasks, including the transcription of physicians' orders, on a hospital nursing unit to facilitate and coordinate the provision of quality medical care to patients. Positions in these classes are considered to be a significant part of the nursing care team and work closely with the nurses of the assigned unit to ensure that physicians' orders are transcribed and carried out accurately and systematically and that unit activities are coordinated effectively.

Personal Contacts: Positions in these classes have a considerable amount of face-to-face and/or telephone contact with physicians, patients' family members, visitors, and staff of ancillary departments to provide and/or clarify information, schedule procedures, and facilitate patient care.

Level Distinctions:

Level I - As an entry-level trainee, a position in this class receives formal and/or on-the-job training which provides them with knowledge of medical terminology; hospital policies and procedures; and applicable State, federal and other regulatory requirements. As these knowledges are gained, assignments which involve the application of such knowledges are made. Initially, a position in this class receives close supervision and guidance from the supervisor or other higher level worker. Specific and detailed instructions as to the tasks to be performed and the procedures and guidelines to be followed are outlined at the time the assignment is made. Training and work assignments are closely and critically reviewed for compliance with instructions, thoroughness, accuracy, and application of established procedures and guidelines. As an employee gains competence and proficiency, supervision is gradually relaxed.

Level II - Reflects responsibility, as a journeyworker, for independently performing a variety of clerical tasks, including the transcription of physicians' orders, to assist in facilitating and coordinating the provision of quality medical care to patients, and to ensure that unit activities are carried out efficiently and effectively.

Full Performance Knowledges and Abilities: (Knowledges and abilities required for full performance in this series.)

Knowledge of: Hospital policies and procedures; applicable State, federal and other regulatory requirements; medical terminology (e.g., prefixes, suffixes and word roots, commonly used abbreviations and symbols, rules of medical word building, etc.); business English; spelling; filing; arithmetic; office practices and procedures; and the operations and maintenance of common office appliances and equipment (e.g., word processors, copying machines, etc.).

Ability to: Communicate effectively orally and in writing; deal tactfully with others; carry out a variety of standard office clerical routines; perform basic arithmetic calculations (addition, subtraction, multiplication, division); operate common office equipment; prepare simple narrative and numerical reports; accurately transcribe physicians' orders; and manage and prioritize multiple tasks during periods of intense activity.

Examples of Duties: (Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)

1. Transcription of Physicians' Orders

- a. Reviews physicians' orders for completeness (i.e., dosage, time, etc.) and transcribes the orders onto the kardex and/or other appropriate forms. Transcribed orders are reviewed by the "charge" nurse for accuracy.
- b. Prioritizes and communicates new orders to appropriate personnel, giving special attention to "STAT" (first priority where immediate action is required) or "timed" (ordered at a specific time) orders.
- c. Accurately completes appropriate forms to request for ancillary services and/or enters orders into the computer to notify the ancillary departments to schedule procedures and/or change previous orders (i.e., lab tests, radiology, dietary, occupational/physical therapy, respiratory therapy, etc.). Notifies nursing personnel of scheduled appointments.
- d. Records medications and treatments on the appropriate form.

2. Flags patient charts as directed by the physicians or nurses to ensure that periodic reviews and assessments are scheduled on a timely basis.
3. Records admissions, transfers, and discharges for the assigned unit on the daily floor census. Addressographs and completes necessary forms (e.g., kardex, vital statistics, dietary, etc.) and notifies appropriate departments, personnel, and affected/interested parties when patients are admitted, transferred or discharged from the unit so services can be adjusted accordingly.
4. Maintains patient charts and ensures that proper forms are completed and inserted into the chart.
5. Determines need for and/or orders supplies, forms, etc.
6. Maintains accurate records of equipment, supplies, etc., and does an annual inventory check.
7. Prepares maintenance requisitions for equipment repairs.
8. Serves as a receptionist for the assigned nursing unit. Greets visitors and family members and directs them to the appropriate department, room, etc.; answers phone calls and relays messages to the appropriate person; initiates outgoing calls to physicians and families, as directed.
9. Operates a variety of office equipment (e.g., computer terminal, intercom, pager, switchboard, copying machine, etc.)
10. Types work schedules prepared by the Head Nurse; maintains sick leave, vacation, and overtime records; and reviews schedules, timesheets, vacation and sick leave requests, etc., for accuracy and compliance to bargaining unit contract provisions. Notifies appropriate personnel of staffing and/or schedule changes.
11. Prepares or compiles data for various reports. Drafts and/or types forms, memos, letters, and other correspondence.

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This is the first specification for the new classes HEALTH UNIT CLERK I AND II.

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This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction of the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

APPROVED: \_\_\_\_\_  
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