

Clerical workers in health care

F A C T S H E E T

HEU clerical workers perform a wide range of jobs from scheduling operations and ordering patient medications to purchasing supplies, paying bills on time and arranging patient transfers and discharges. There are more than 85 job classifications in this occupational area.

WHAT THEY DO:

- accurately coordinate and maintain patient health records from admission to discharge
- research and order supplies, pharmaceuticals and equipment for all departments, including surgical items such as knee implants or pacemakers
- process and transcribe physicians' orders for medical, surgical and diagnostic procedures and referrals
- assign beds, book surgeries and schedule other procedures

WHY IT MATTERS:

- clerical staff are pivotal to moving patients through the many stages of care they require from the time they are admitted to when they are discharged
- they arrange for all diagnostic tests and surgeries, using multiple computer applications to verify patient information, detect errors and red flag corrections for other health care professionals
- they schedule all health care staff, sometimes between several facilities, and they keep nursing units, ORs and other areas organized and functional
- they keep the stats that are critical to all day-to-day operations including budgeting, purchasing and emerging trends

WHAT ARE THE CHALLENGES?

- excessive workload and staff shortages
- training students and/or new staff while still maintaining regular responsibilities
- dealing with the anxiety and trauma of difficult – and sometimes violent – patients, family members or visitors
- the outsourcing of medical transcription work which can require hours of editing for clarity and accuracy

OUR WORK MATTERS!

One out of every five HEU members is a clerical worker.

accountant • accounting supervisor • administrative assistant • administrative secretary • buyer assistant • physio booking clerk • housekeeping clerk • laboratory clerk • coding clerk • messenger • business office clerk • food services clerk • information clerk • medical records clerk • receptionist • medical stenographer • timekeeping clerk • accounts receivable clerk • accounts payable clerk • admitting clerk • cashier • invoice clerk • medical transcriptionist • payroll clerk • postal clerk • bed booking clerk • head cashier • staffing clerk • outpatient supervisor • OR booking clerk • purchasing clerk • sponsorship clerk • statistics clerk • autopsy arrangements clerk • clerical supervisor • patient billing clerk • patient relations clerk • patient registration clerk • program clerk • coordinator of volunteers • inventory analyst • fire and safety officer • operator • medical records technician • medical stenographer supervisor • staffing coordinator • payroll supervisor • personnel secretary • printer • rehab clerk • image clerk • switchboard operator • switchboard supervisor • admitting supervisor • bed booking supervisor • OR booking supervisor • unit coordinator/unit clerk • *among others...*



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