HEU CLERICAL TEAM Keeping your **public** health care journey ON TRACK

The Hospital Employees' Union has more than 270 job classifications. Clerical workers make up nearly 90 of those jobs. See how many HEU clerical members impact your health care journey.

EMERGENCY: Nursing Unit Assistant

"Known as air traffic controllers on a hospital unit, we coordinate all patient care with the medical and nursing staff."

MEDICAL RECORDS: Medical Transcriptionist

"We transcribe medical dictation, such as patient histories, consultations and doctors' reports, with knowledge to apply 660,000 medical and surgical terms."



"We interview patients or family members to gather patient medical information for admission to hospital, and ensure patient discharges are entered promptly to open beds for new patients."

DIAGNOSTIC:

Imaging Clerk

"We book and process diagnostic imaging procedures, such as x-ray, ultrasound, CT scans, angiography, MRIs, bone scans and mammography, while knowing more than 320,000 pharmaceutical terms."

CRITICAL CARE: O.R. Booking Clerk

"We assign patients to O.R. slates and prioritize procedures with physician and nursing staff consultations."

STAFF SCHEDULING: Staffing Clerk

"We fill all shift vacancies for hospital staff, including vacation and sick relief, to ensure patients have safe and adequate staffing levels."

OUTPATIENT:

Outpatient Booking Clerk "We schedule and book appointments, such as radiology or physiotherapy, for out-patients."





SWITCHBOARD: Switchboard Operator

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"On an average day, we process and prioritize more than 2,500 phone calls, including emergency pages."

PURCHASING: Purchasing Clerk

"We contact suppliers and process stock orders for every item you see in the hospital – from MRI machines to hip replacement joints to pharmaceuticals and lightbulbs."

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clericalworkers@heu.org

FINANCE: Patient Billing Clerk

"We ensure billing agencies, insurance companies and patient accounts are accurate and paid in a timely manner, to help maintain the hospital's budget."