



HOSPITAL EMPLOYEES' UNION

# NEWSLETTER

PLEASE POST

## HEU recognizes clerical team at province-wide celebrations on September 22

The third annual Clerical Team Appreciation Day will be held tomorrow in facilities across B.C. to recognize the vital contribution these often behind-the-scenes HEU workers make in the delivery of health care services.

As part of preparations for clerical day, the HEU clerical subcommittee designed a new banner, poster, pen, 2011 calendar, and came up with a new slogan – *HEU Clerical Team: keeping your public health care journey on track*. The calendar tracks the many ways in which clerical workers assist patients and clients in receiving health care services throughout the province.

HEU's clerical team represents about 20 per cent of the union's membership in more than 80 job classifications, including nursing unit assistants (unit clerks, unit coordinators), medical transcriptionists, payroll supervisors, purchasing assistants, bed booking clerks, staff schedulers, and many others.

They are responsible for patient billing, processing doctor's medication and diagnostic test orders, coordinating and booking patient tests and procedures, scheduling O.R. slates and health care staff, accurately maintaining patient records, operating the facility switchboard and paging system, keeping stats that are critical to day-to-day operations such as budgeting and purchasing, ensuring staff paycheques are accurate, screening and admitting patients to appropriate nursing units and beds, and red-flagging crucial test results.

As in previous HEU clerical day celebrations, the union strongly encourages active participation at all locals on this special day – September 22 – to show your appreciation for the skills, aptitude and dedication of the clerical team at your work site.

*September 21, 2010*

