

A small snapshot of the thousands of women and men who make up HEU's Clerical Team



CLERICAL TEAM APPRECIATION DAY

November 17, 2011



Shirley
Clerical Supervisor

Medical Imaging
Richmond Hospital (VCHA)

"During my shift, I supervise over 30 clerical booking and registration staff within the Medical Imaging Department. I am responsible for all clerical work flow and clerical issues by providing the appropriate level of support."



Talitha
Accounts Receivable Clerk

Lansdowne Centre (IHA)

"As a department, we are responsible for the timely invoicing for all types of medical services and equipment, including those provided in acute care, community and public health facilities. Last year, we invoiced and collected \$215 million."



Becky
Purchasing Assistant

HSSBC/PHSA – Brunswick Building
(Prince George)

"I prepare and track spreadsheets, manage vendor accounts, source pricing on materials and equipment, and input data utilizing purchasing modules."



Aimee
Medical Transcriptionist,
Diagnostic Imaging

UBC Hospital, Koerner Pavilion
(VCHA)

"I type a minimum of 52,000 keystrokes in a shift. All reports must be 100 per cent accurate – the right patient, the right chart – and spelling and context are critical as some medical terms sound similar, but have a completely different meaning. I also have to prioritize and type urgent reports while answering phones and tending to other requests. Our learning is ongoing as we're required to keep up with new medical, surgical, pharmaceutical and diagnostic terminology."



Charlotte
Program Secretary, Autism
Intervention Program

Queen Alexandra Centre for
Children's Health (VIHA)

"I am frontline with autistic pre-schoolers and their families, and I support a team of 49 autism specialists with everything from scheduling to timekeeping."



Tommy
Portfolio (Staffing) Clerk

Vancouver Coastal Regional
Staffing (Richmond Hospital)

"I schedule nursing staff to ensure operational requirements are met. I have to know, interpret and book staff based on multiple collective agreements. I pre-book vacancies, replace last-minute sick calls and special nursing requests, and I'm responsible for accurate data entry so that staff get paid properly."



Stuart
Emergency Registration Clerk

St. Paul's Hospital (PHC/VCHA)

"I am usually the first contact-point for patients when they come to emergency. On an average shift, I process more than 100 admissions to the emergency room."



Kathy
Nursing Unit Assistant,
Hemodialysis

Prince George Regional Hospital (NHA)

"During a regular shift in Hemodialysis, I process up to 68 doctor's orders, which directly impacts patient treatment and care."



Gurdial
Switchboard/Admitting

Chemainus Health Centre (VIHA)

"I perform a variety of duties which I love. Some of them include patient billing, answering the switchboard, patient discharges and admitting through Emergency; and maintaining health records for respite, palliative and long-term care."



Laura
Unit Clerk, PACU

Surrey Memorial Hospital (FHA)

"I organize doctor, staff and patient flow."

