



HOSPITAL EMPLOYEES' UNION

# NEWSLETTER

PLEASE POST

## HEU Clerical Team Appreciation Day celebrated across province – Nov. 17

Today, Hospital Employees' Union locals across British Columbia will celebrate the vital, yet often behind-the-scenes, role of the 10,000 clerical workers on their health care team.

Representing 22 per cent of the union's membership, HEU's clerical team works in nearly 90 different job classifications providing services in acute care hospitals, satellite offices, and long-term care homes throughout the province.

Balancing the medical side with the business side of health care, HEU clerical jobs are broad-ranging. They include nursing unit assistants (unit clerks), medical stenographers, payroll supervisors, purchasing assistants; bed booking, admitting, diagnostic imaging and O.R. booking clerks, and staff schedulers, among 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, keeping stats that are critical to day-to-day operations such as budgeting and purchasing, delivering mail and correspondence to each department, ensuring staff paycheques are accurate, screening and admitting patients to appropriate nursing units and beds, and red-flagging crucial test results.

The union's clerical subcommittee encourages locals to email photos and stories about how they celebrated **Clerical Team Appreciation Day** to <clericalworkers@heu.org>.

Be sure to check out their latest issue of *PaperWork* on the HEU website and sign up for the clerical action network by emailing the subcommittee.

And watch for news about the clerical subcommittee's anti-bullying campaign to be launched in 2012.

November 17, 2011

