



Administrative Professionals Day shines a light on HEU's clerical team

They are often behind the scenes performing “invisible” jobs, but nearly 10,000 members of HEU's clerical team provide a vital role in delivering quality care to British Columbians.

That's why HEU locals across the province are proud to celebrate the vital contribution clerical workers make to their health care team.

In previous years, HEU's Clerical Team Appreciation Day has been scheduled on various dates. But the union's clerical subcommittee decided for consistency to partner their day with the national Administrative Professionals Day, which falls in April.

HEU's clerical team represents about 24 per cent of the union's membership and they work in broad-ranging jobs in nearly 90 different classifications, providing services in acute care hospitals, satellite offices, and long-term care homes throughout B.C.

Balancing the medical side with the business side of health care, HEU clerical jobs include nursing unit assistants (unit clerks), payroll supervisors, purchasing assistants; bed booking, admitting, diagnostic imaging and O.R. booking clerks, and staff schedulers, among many others.

They are responsible for patient billing, processing physicians' orders for patient treatment plans, 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, screening and admitting patients to appropriate nursing units and beds, and red-flagging crucial test results.

“Our clerical members may not always work on the frontlines, but their expertise and knowledge support others on the health care team in providing crucial services to patients,” says HEU secretary-business manager Bonnie Pearson. “We're very proud of our clerical team for their dedication and professionalism, especially over the past few years of enduring consolidation, shared services and contracting out.”

The HEU 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.

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