Aurora Clerical Meeting - February 26 2025

In attendance:  Noushin Feyzani, Anoush Agherian, Rosalba Simone, Sharon Swider

Open Agenda:

The x-ray dilemma.  The clerks are trying very hard to deal with the unhappy patients.  Sometimes it is very difficult.  They are doing the best they can. They feel that they should get a raise. Signage to be posted. Explanation of shortage of technologists in Ontario and many clinics shutting down.

Phones:  Staff encouraged to answer phones constantly. Please help out the booking clerks whenever they can. Calls that come from the booking clerks; make sure to answer any calls that come from the booking clerks as they are usually doctors looking for reports or patients looking for requisitions.

Addendums:  The clerks feel that some addendums take too long.  Process is to wait 10 days and send a second request to the reporting rad.  Then I will send it to QA.  (If urgent, do same day to Dr. Mok)  Their biggest issue is the reports that are missing exams.  Usually put them back for the rad of the day to report.  Most of the time this works very well.  Comment was made that the rads should not be missing them….

Cleaning Issue:  The cleaning staff are not doing a good job.  They don’t sweep the floor, lots of dust, dust & spider webs behind the TV.  The clerks feel that the cleaning staff should be doing a thorough cleaning as least once a month. New cleaner coming early summer.

The mat on the floor between the two front doors is very old and needs to be replaced.  It is not part of the regular mat company.  Rosalba purchased a new one and will deliver.  The two mats in the front reception are taped down where they buckle.

Issues for John:  The toilet in the u/s area needs to be repaired.  It has a bit of an overflow.  The ceiling fans in the u/s bathroom and tech area are very noisy.  John is going to look at them.

Another note:  Tatiana and Yuen are asking that OB patients up to and including 36 weeks be asked to drink the litre of water if at all possible.  Sharon to send email to the clerks advising them of this.

TO Dos:

Rosalba: The toilet in the u/s area needs to be repaired.  It has a bit of an overflow.  The ceiling fans in the u/s bathroom and tech area are very noisy.  John is going to look at them.

Sharon: OB patients up to and including 36 weeks be asked to drink the litre of water if at all possible.  Sharon to send email to the clerks advising them of this.