JOB TITLE: **Admission Clerk**
DEPARTMENT: **Business Office**
REPORTS TO: **Director of Patients Accounts**
PREPARED BY: **Director**
REVISED: **November 24, 1998, 08-14-02, 01/05, 4/16/15**
APPROVED BY: **CFO**
REVIEWED: **08/2013, 4/16/15**
POSITION: **Full Time – up 80 hours a pay period**

JOB SUMMARY:

Under general supervision of the Director, uses the clerical process to safely collect demographic/financial information from the patient or insured when arriving to the admissions office for registration. This position involves direct patient contact and requires the ability to interact with the public in a positive manner, thusly, enhancing the hospital image. The admission clerk will collect demographic/financial information from the patient or insured in a both an accurate and thorough manner and enters information into computer. Obtains pre-admission information and enters same into the computer, explains hospital policies, regulations, and procedures to patients and patient's representative. Directs patients to ancillary departments as needed. Must demonstrate successful completion of pre-employment skills testing. At all times, work assignments will be determined by adjustment of work - load and current staffing levels. Assignments to other duties are established by work- load and staff levels, which is reviewed on a shift-to-shift basis. As determined by the director, the admission clerk will be assigned up to 80 hours per payperiod; eight (8) hour shifts required with rotation of weekends. The admission clerk II is expected to function within the scope of approved policies, procedures, and regulations for the department and organization. Will be responsible to assist with orientation, preceptorship, and management of personnel assigned to unit. Must be able to work and relate in a professional, nondefensive manner with peers, physicians, administration, patients, and visitors. Will be responsible to review and maintain patient chart per policy, and entry of accurate and timely entry of patient data, orders and charges into computer system. Completion of yearly mandatory education requirements is nonnegotiable and will be the responsibility of the employee to arrange and attend sessions.

ESSENTIAL JOB COMPETENCIES:

1. **Practices Professionalism**: Demonstrates emotional self-control at all times. Addresses all issues using appropriate chain-of-command. Offers and accepts constructive criticism without becoming defensive or precipitating defensive behaviors in others. Greets others with a smile. Speaks positively about the organization.
2. **Protects Patients Rights:** Maintains strict patient confidentiality and privacy.
3. **Practices Information Management**: Collects, interprets, and uses patient information data to safely coordinate total patient care. Assists as directed in collecting data for Performance Improvement processes.
4. **Participation Performance Improvement**: Assists as directed in collecting data for Performance Improvement process. Participates as directed with project/team development. Actively seeks solutions to identify problems.
5. **Controls Costs**: Demonstrates personal accountability for departmental costs. May be required to enter and check for supply charges prior to the ending of each shift.
6. **Satisfies Patients/Customers**: Demonstrates emotional control, courtesy, and respect when interacting with patients, visitors, and staff. Maintains calm tone of voice when answering phone by 3rd ring, asking permission to put caller on hold, and responding back to caller within one minute.
7. **Practices Infection Control**: Adheres to infection control Policies & Procedures at all times. Demonstrates knowledge of department specific PPE and location of all handwashing facilities available on each unit.

8. **Practices Safety Management**: Adheres to hospital and departmental specific safety and risk management Policy and Procedures. Participates in all risk management drills per departmental plan. Reports safety and environmental hazards at all times. If threat to safety is present, notifies appropriate department and takes action to prevent injury. Participates in disaster management as instructed per organizational Disaster Plan
9. **Provides for Age Specific Assistance:** Uses knowledge of age-specific needs to comfort and request assistance for confused, distressed, or wandering patients encountered while performing routine job related duties. When on patient care units, maintains work area, supplies, and equipment away from patient/visitor/child contact or exposure. Communicates with patients, visitors, and customers with regard to age-specific needs and possible physical limitations.
10. **Performs Job Skills**: Demonstrates accurate performance of psychomotor skills.
11. **Minimal Job Requirements**: Yearly CPR recertification, completion of mandatory yearly inservice, maintains valid license/certification, attends 75% of departmental meetings, meets yearly education requirements for job, adheres to dress code/name badge policy, writes legibly, no unexcused absences, adheres to time/attendance policies, reports to work on time, does not leave early without proper approval, authenticates entries in medical records.

ADDITIONAL RESPONSIBILITIES:

1. Assists in orientation of new personnel when requested.
2. Performs other related duties as assigned. See attached list.

PHYSICAL REQUIREMENTS:

1. Good physical and mental health
2. Must have a clear and receptive mind, able to retain information quickly.
3. Must be able to see, hear and speak well.
4. Must have full use of both hands and arms, i.e., to operate typewriter, CRT, adding machines and other office machinery.
5. Moderate physical exertion. Standing and walking for short periods of time.
6. Ability to stand, walk, bend, stoop, and move freely for extended periods of time. Must be able to pick up objects from floor without restrictions.
7. Ability to lift up to 25lbs.
8. May be required to climb ladder or step stool to height of up to three (3) feet when maintaining files.
9. Ability to respond quickly to emergency situations.
10. Excellent vision and hearing.
11. Flexibility in dealing with people.
12. Emotional stability and maturity.
13. Ability to work effectively in stressful working situations.
14. Willingness to work in potentially hazardous environments.

Education and Experience:

1. High school diploma, required, one or two year's college preferred.
2. One -year experience in a hospital, similar medical facility or physicians' office preferred.
3. Experience with automated systems preferred.
4. General knowledge of business office procedures and policies.
5. Basic knowledge of third party payors, preferred.
6. Must demonstrate successful completion of pre-employment skills testing.
7. Capable of operating a 10-key calculator.
8. Excellent communication skills.

ADDITIONAL ADMISSION CLERK JOB RESPONSIBILITIES:

Competency: Possess Job Knowledge/Skills
Behaviors:

1. The following examples are intended only as illustrations of the various types of work performed in positions allocated to his classification. The absence of specific statements of duties does not exclude those tasks from the position if the work is similar, related, or a logical assignment of the position.
2. Greet each patient upon arrival in a friendly, professional and courteous manner. Makes room assignments for scheduled admissions, emergency or pre-admissions, as indicated by requestor.
3. Interviews each patient or the patient's representative in order to ascertain proper patient information as well as valid insurance information for completion of the patient's medical chart and financial file. Obtains proper signatures for insurance and medical record.
4. Monitors the waiting area at all times, assuring that patients are picked up timely, notifying nursing units whenever patients waiting time is exceeded.
5. Answers the telephone in a prompt, courteous and professional manner, providing reportable information when requested, making appropriate referrals when indicated.
6. Enters downtime information into the computer in a timely and accurate manner. Also assures the quality of information gathered to be complete and accurate such as, guarantor information and signatures, insurance information, bill codes, EGHP & LGHP information, and other required variable data.
7. Scans all documents into the ILE Scanning System.
8. Explains verbally and through hospital handouts, hospital policies, regulations, and procedures. May request and collect deposits and issue receipts as required or otherwise indicated.
9. Directs patients to ancillary departments when physician orders indicate test to be performed prior to patient being sent to assigned nursing unit. Assures that such requested test are done by a sign-off on orders.
10. Obtains pre-admissions information and enters same into the computer for all scheduled admissions, Maternity and Health Passport Patients.
11. Performs discharges and transfers as requested via appropriate document.
12. Determines when patients require direct admit status and pages attendant or other appropriate personnel as may be indicated.
13. Clerical filing, and makes address corrections for returned mail, forwarding when indicated.
14. Must be friendly, courteous and professional to patients and their representatives as well as others when assisting with job related problems or inquiries.
15. Must maintain good attendance by attending the job when scheduled, absenting oneself from job only as excused, for reported health problems or other emergency.
16. Remains available and accessible at all times while on duty, preferable at workstation, except when job requires going to other areas.
17. Conforms to Dress Code. Supports facility policies.
18. Cooperates with other departments or physicians on job related matters.
19. Keeps work area neat and organized at all times.
20. Attends in-service programs, outside workshops or seminars as requested by supervisor.
21. Performs other duties as assigned and required.

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