

Job Class Profile: **Hospital Admitting Clerk I**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	4	2	2	2	1	2	
Points	140	50	13	19	60	43	41	21	21	408

JOB SUMMARY

The Hospital Admitting Clerk I is responsible for the registration and admission of patients to hospitals and the registration of outpatients for procedures in various clinics and emergency department.

Key and Periodic Activities:

- Registers clients for procedures, clinics, emergencies and doctor's appointments and book's follow-up appointments as directed by physician. Sends notification to patient.
- Ensures completion of necessary consents, insurance forms and related documents.
- Updates and verifies patient information and ensures patient's record is prepared for visit.
- Keeps records of admission, transfer and discharge of patients.
- Answers phone, sorts and files client's records.
- Types admitting records and distributes to appropriate departments.
- May book hostel accommodations for patients, collect fees and make deposits.
- Orders office supplies.
- Balances receipt books and float money

SKILL

Knowledge

General and Specific Knowledge:

- Medical terminology
- Relevant policies and procedures
- Computer software programs (word processing, database management)

Formal Education and/or Certification(s):

- Minimum: 1 Year Post-Secondary Certificate in Office Administration

Years of Experience:

- Minimum: 1 year

Competencies:

- Ability to follow instruction and procedures.

- Ability to utilize computer and perform data entry.
- Verbal communication skills.

Interpersonal Skills

- A range of interpersonal skills such as listening, asking questions and gathering information, providing information and direction, providing care/comfort/nurturing, gaining the cooperation of others, remaining calm when dealing with angry or upset patients waiting for procedures are required as part of the overall responsibility of registering and admitting patients for procedures.
- Communications occur with employees, peers, supervisors and patients/general public.
- Most significant contacts are: patients/clients/general public (for registration, direction and providing information); peers (work as a team); supervisors/managers (to problem solve).

EFFORT

Physical Effort

- The demands of the job typically do not result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects less than 10 lbs., such as a cart with patient charts is occasionally required.
- The use of fine finger/precision work to enter detailed information of patient appointments into computer programs and answering the phone is performed on a constant basis.

Concentration

- **Visual** concentration may include staring at a computer screen to enter data.
- **Auditory** concentration includes listening to multiple stakeholders including patients and employees, answering the telephone multiple times a day and gathering information from patients.
- Activities such as registering patients can be **repetitious** and require alertness as it is could involve registration for the emergency department or a clinic.
- **Time pressures/deadlines/lack of control over work pace** are all experienced as a result of a requirement to prioritize patients and re-scheduling of appointments.
- **Exact results and precision** are required when entering data to ensure correct information is provided on patient charts.

Complexity

- Tasks are generally repetitive and well defined, allowing the use of similar skills and knowledge to address problems and situations.
- Challenges/problems/issues tend to revolve around individuals arriving for an appointment; however, does not have a record of the appointment. Efforts are made to resolve the matter by checking records, contacting family doctor, etc.
- Reference material available includes policy and procedures manual, co-workers and supervisors.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Works tasks and activities are highly monitored or controlled. — Can decide on the purchase of small scale office supplies. Have accountability for the correct identification of patients that require care and treatment. — The purchase of large scale office supplies, leave requests and policy/procedure changes require supervisory approval. — Must exercise a high degree of discretion and judgement when interviewing patients as many questions are of a personal nature.
Impact
<ul style="list-style-type: none"> — Impacts are felt internally within the immediate work area/department/ as well as externally with clients/general public. Resources affected include processes and systems, information, material resources and corporate image. — Can either negatively or positively impact patient care and treatment being delivered and could impact the quality of the treatment in the event an error in patient identification. Problems tend to be discovered by nursing staff or staff from other departments and resolved quickly.
Development and Leadership of Others
<ul style="list-style-type: none"> — There is no supervision of staff. — Provides advice, guidance and on-the-job training to new employees.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Safety equipment and/or precautions are not required. — There is limited likelihood for injuries or illnesses resulting from hazards given that all health and safety regulations are followed. — Exposure to glare from computer screen and distracting noise from working in an open environment. Occasionally may be exposed to bodily waste and fluids, odours and infectious diseases as a result of working in a hospital setting.