

## ADMITTING CLERK – SPANISH SPEAKING

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of Assistant Director of Admitting and following established rules and procedures, an incumbent of this class receives incoming patients requiring hospitalization and conducts the interview with the patient or their representative in order to obtain all required information and authorizations prior to admission to Westchester Medical Center. Responsibility involves establishing a friendly and courteous rapport with the patient during the admitting process in order to develop a feeling of confidence and understanding of the activities of the hospital and in order to elicit from them complete and accurate information. Duties also involve assigning accommodations and preparing daily census and other reports as required. Work is performed in one of three shifts as assigned, in a 24-hour, 7 day per week schedule. Duties require proficiency in both the Spanish and English language, providing interpretive and informational services. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English language;

Conducts interviews with incoming patients or their representative in order to obtain identifying information, the name of their attending physician, the type and amount of insurance coverage, and to secure guarantees for payment of bill;

Enters patient information into the automated SMS system, including the financial insurance and other data required by Westchester Medical Center;

Secures the signature of the patient or representative for the release of information to the insurance company, the assignment of insurance benefits to the hospital, the authorization of the patient to receive treatment and any additional required permits or consents;

Prepares patients' identification charge plate and wristband;

Provides patients with information and responds to inquiries regarding available services, visiting hours, hospital regulations and bill paying procedures;

Assigns patient to room or unit based on nature of illness and types of accommodations available or requested, collaborating with Nursing and Infection Control to facilitate patient placement;

Provides information to various divisions on patient status and insurance coverage when care received in more than one division;

Routes admitting forms and cards and distributes daily census information to appropriate hospital divisions;

Converts routine patient information obtained from records and reports into pre-established codes for data processing by use of simple data entry equipment;

Provides assistance and coverage for the Emergency Room, Ambulatory Care Registration Desks and Information Desk in such areas as patient reception, maintenance of log book, initiation of admissions process and maintenance of statistics;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

May collect and secure patients valuables/deposits and issue a receipt to patient;

Performs related clerical tasks required for the efficient and effective admission of patients.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Familiarity with hospital operations and procedures; familiarity with interviewing techniques required to elicit specific information; familiarity with automated information systems; ability to comprehend and carry out hospital admitting procedures; ability to complete various forms and other documents used in the hospital admitting process with a high degree of accuracy and attentiveness to detail; ability to communicate and get along well with all types of people; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact and understanding in dealing with patients in a sometimes stressful situation; thoroughness; initiative; good judgment; pleasant manner; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and one year of experience in which the primary function of the position was clerical experience which included obtaining information from the general public or clients.

SUBSTITUTION: Satisfactory completion of 30 credits\* or satisfactory completion of an approved secretarial or business school may be substituted for the one year of experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.