

HOSPITAL CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class performs routine clerical duties related to the day to day operation of a patient unit or medical service (inpatient or outpatient) or other support service of Westchester Medical Center. Work involves extensive contact with patients, their families, and hospital staff. Responsibilities include scheduling appointments, processing forms, providing information and maintaining detailed records and files. Good communication skills are an essential function of this position to ensure the smooth and effective operation of the unit. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides assistance to hospital staff, patients and their families/visitors, providing information and directions;

Answers telephones, takes messages and responds to inquiries for routine information, relays calls to patients, gives directions, and refers inquiries to nursing and physician staff;

Distributes patient rights booklets and informs patients of same and ensures documentation;

Establishes and maintains patient charts upon admission and discharge;

Reviews charts to identify advanced directive completion and follows up to ensure timely submission of form as defined by regulation;

Sets up, maintains, duplicates, tracks, matches, and purges records and files in accordance with established procedures;

Completes and processes forms, form letters and other records and charts in accordance with established procedures;

Checks records and forms for completeness and accuracy and makes necessary changes;

Prepares flow sheets and problem lists as directed;

Communicates with other hospital divisions;

Maintains unit files and logs;

Maintains appointment calendar for an assigned hospital service;

Opens, sorts and distributes incoming mail;

Makes appropriate requests for work orders and follows up to ensure completion;

Maintains unit supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders and verifying receipt;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Arranges for repair of equipment and follows up to ensure completion;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email, and database software in performing work assignments;

Maintains orderly, safe and clean environment within assigned unit;

May keep time and attendance records of staff, as requested;

May collect payment for fees and issue receipts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Working knowledge of hospital organization and procedures; ability to prepare and maintain records; good organizational and time management skills; ability to deal courteously and effectively with the public and professional staff; ability to communicate effectively both orally and in writing; ability to speak and comprehend the spoken English language, both directly and over the phone; ability to maintain composure and work quickly and efficiently under stressful conditions; good judgment and decision making ability; good customer service skills as related to the position and the delivery of care; accuracy; thoroughness; tact; 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 a hospital or health care setting.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted for the one year of the above 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.

NOTES: (1) The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment. Part-time experience will be prorated based on a 35 hour workweek. (2) Verified and documented volunteer (unpaid) experience will only be credited when specifically allowed by the job description or examination announcement.