

SENIOR ADMITTING CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and following established rules and procedures, incumbents perform a variety of complex clerical tasks required for the admission of patients to the hospital, including: receiving incoming patients requiring hospitalization, and conducting the interview with the patient, or their representative in order to obtain all required information and authorizations prior to admission to the Westchester Medical Center. This class differs from the Admitting Clerk level in that incumbents are expected to function under less supervision and exercise a greater degree of independent judgment in dealing with patients. The duties require proficiency in both Spanish and English, providing interpretive and information services. Incumbents may act in a lead capacity over a small number of admitting clerks, reviewing their work for accuracy, completeness and timeliness, and providing guidance in resolving problems. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

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

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 the 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 wrist band;

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

Collects and secures patients' valuables/deposit and issues a receipt to patient;

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

Routes admitting forms and cards to appropriate hospital divisions;

Maintains information on assigned and vacant beds by maintaining the bed control board;

Compiles statistical information in various categories, as assigned;

Provides assistance and coverage for the Emergency Room, Ambulatory Care Registration Desk, Pre-Admission Testing, Information Desk, and Psychiatric Institute registration in such areas as patient reception, maintenance of log book, initiation of admissions process and maintenance of statistics;

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

Compiles and prepares a daily end-of-day report which provides input into the census, computerized system and patient status reports;

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

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

Facilitates the completion and processing of Death Certificates to a licensed Funeral Director, interacting with various ancillary departments;

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

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

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed..

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Knowledge of hospital operations and procedures; knowledge of 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 utilize automated information systems; ability to compile statistical information; ability to read, speak and listen to the Spanish language at a level sufficient to pass a level I Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; tact and understanding in dealing with patients in a sometimes stressful situation; thoroughness; dependability; 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 two years experience where the primary function of the position was patient admissions or patient registration in a hospital or health care facility.

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.

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Job Class Code: C2657
Job Group: VI