

POSITION DESCRIPTION

POSITION TITLE	ER Registration Clerk
REPORTING RELATIONSHIP	Manager of Registration and Central Scheduling
POSITION SUMMARY	Arranges for the efficient and orderly registration (admission) of inpatients and outpatients. Ensures that accurate and complete patient information is collected and that patients are aware of hospital policies and procedures. Responsibility includes all admitting functions and occasional reception/cashier duties. Duties will be performed in a courteous and professional manner in keeping with quality patient care. At all times patient confidentiality will be respected.

POSITION ACCOUNTABILITIES

1. Inspires confidence from patients, visitors and staff by performing and communicating in a highly professional manner at all times.
2. At all times patient confidentiality will be respected.
3. Courteously answers the telephone and identifies self.
4. Takes accurate telephone messages and repeats key information to ensure accuracy. When applicable, refers messages to responsible parties on a timely basis.
5. Consistently shows the ability to recognize and deal with priorities and to problem solve.
6. Assists with all admissions, responds to changes in the work schedule as necessary, continually uses time to the department's best advantage, collecting information and updating information files, clerical duties and working on special projects, training, etc.
7. Demonstrates good judgment in accepting patients in order of priority (STAT orders first). All others should be accepted in order of arrival.
8. Communicates with the next shift regarding the status of the department (i.e. shift report, work left uncompleted or unresolved situations). As time permits, the next shift should complete these assignments (i.e. type admissions, organize the chart, etc.).
9. Shares responsibility for making up patient charts ahead for inpatients, etc.
10. Courteously schedules IV therapy, injections, picc line (flush or removals), procedures, etc. for specific time period and date. A written order must be sent with the patient or telephoned to a nurse before a procedure; test, etc. can be performed. A Patient Registration Clerk cannot take telephone orders.
11. If the nurse in the ED is busy and another emergency patient arrives via ambulance or private vehicle, advise the nurse of the arrival and basic details as given by the patient, family or ambulance staff. The Patient Registration Clerk is not responsible to assess the condition of the patient, but does get patient to safe and comfortable position bed or chair before looking for nursing staff.
12. For emergency situations the Patient Registration Clerk should be pre-trained and competent in the practice of CPR and utilize this skill to help a patient until additional medical personnel are available to handle the situation.
13. Demonstrates an ability to learn and use Epic effectively and accurately to register (admit) inpatients and outpatients.
14. Always verifies the patient's legal name and correct spelling and determines any other changes in previously listed information, addresses, and insurance. Obtains current emergency notification information (i.e. name, address, and telephone numbers).
15. Consistently spells and uses medical terminology.
16. Ability to type accurately.

17. Works well with co-workers and other corporation employees. Helps where needed whether getting patient from vehicles, doing blood pressures, etc.
18. Conveys any suggestions for positive changes in registration policies, procedures, or forms.
19. Cross trains as an integral part of the Patient Registration Clerk's daily schedule. Utilizes the expertise of the co-workers and experience on going training. Cross training refers to all types of admissions and related responsibilities - Cashier/Reception responsibilities.
20. Attends in-service programs required by the hospital in addition to specific programs geared to the needs of the department.
21. Rotates shifts as required including weekends and holidays.
22. Accepts responsibility to "fill in" for co-workers during breaks and lunch periods including switching time periods when necessary to accommodate another Patient Registration Clerk.
23. Completes month end reports and forwards them to the appropriate people.
24. Understands completely the role of the position in the event of a local disaster and demonstrates, when requested, ability to register patients in accordance with the disaster plan. Reviews manual regularly and keeps the manual updated.
25. Has a complete understanding of the hospital fire and safety procedures as contained in the Fire and Safety Manuals. Keeps manuals updated. Understanding of fire panel in ER lobby. Able to identify and page correct code and area. For drills or non-drills, able to identify if alarm needs to be addressed or cancel the fire department through the alarm system.
26. Interviews patients, and accurately gather all required information. Processes standing orders for patients.
27. Completes registration and order all labs and x-rays in the EPIC system.
28. Copy all insurance cards and verify coverage using web-denis or passport. Copies driver's license if there is no insurance. On motor vehicle accidents collect Auto insurance information.
29. Obtains necessary signature of consent for treatment and signature on all other appropriate forms according to the type of admission.
30. Prepares patient identification band.
31. Arranges for escort/direction of patients to their inpatient room, x-ray, lab, clinic room, etc.
32. Accurately collates billing information and registration forms/attachments and distributes them to the appropriate departments.
33. Gathers statistical information as appropriate for required reports on all patient transfers and insures all transfer forms are complete, calls ambulance.
34. Consistently coordinates work to achieve maximum productivity and efficiency during the assigned shift. Strives to perform as a team member.
35. Maintains work area in a neat and clean fashion.
36. Directs visitors/family to the proper waiting room while patient surgery is performed. Thus ensuring visitor/family comfort and access to physician following surgery.
37. Watches for transient guests who do not appear to be visiting anyone in the hospital. Reports unusual appearance to security/maintenance for contact/surveillance purposes.
38. Responsible for contacting physicians, getting reports from other hospitals, and in house patient records.
39. Secure helicopter pad, cleaning beds when not busy, shovel sidewalks and helicopter pad (mostly weekends).
40. Performs other related duties as assigned or requested.
41. Balance cashbox at the end of scheduled shift.
42. Checks refrigerator and freezer temps at the end of each scheduled shift.
43. Checks eyewash station weekly.
44. Checks panic alarm weekly and responds when other departments do their weekly checks.

QUALIFICATIONS

High School diploma or equivalent. Medical Office Assistant program preferred.

EXPERIENCE & SKILLS

- Admitting experience preferred.
 - Knowledge of Medical Terminology required.
 - Typing and computer skills required.
- Basic clinical evaluation and assessment skills are required for all age groups of patients services by the facility for which the individual may be involved in the patient care including neonatal, pediatric, adolescent, adult and geriatric patients.

PHYSICAL DEMANDS

While performing the duties of this job, the employee are frequently required to sit; dexterity with computer and other office equipment. Move intermittently throughout the day.

Work Conditions

Typical stresses of health care environment

We are an Equal Opportunity Employer