



**North Eastman Health Association Inc.
Job Description**

Receptionist/ Admitting Clerk

POSITION SUMMARY:

The Receptionist/ Admitting Clerk is responsible for providing general administrative and clerical support and maintenance of accurate health records consistent with policies and legislation. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide a combination of reception, admission and clerical duties and to maintain an excellent rapport with staff, patients and the public.

REPORTS TO: Business Office Supervisor/ Care Team Manager

UNION: MGEU – Facility Support

QUALIFICATIONS:

Education & Experience:

- Completion of Grade 12 or equivalent.
- Business Administration certificate from a recognized college preferred.
- Demonstrated proficiency in computer applications and in particular Microsoft Office programs.
- Medical Terminology course an asset.
- Current experience with Admission Discharge Transfer Systems preferred.
- Two to three years related experience is required.

Knowledge, Skills & Abilities:

- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines thereby establishing priorities and completing assignments on time.
- Ability to work with minimal supervision and frequent interruptions.

POSITION DUTIES AND RESPONSIBILITIES:

Receptionist:

- Provide clear and concise information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.

- Provide clerical support for staff as assigned including preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- Performs general office functions (copying and faxes).
- Responsible for purchasing office supplies and stationary and ensuring adequate supplies are maintained.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Maintains office equipment.
- Files correspondence, records and reports and is responsible for the central filing system.
- May assist in staff scheduling and shift replacements.
- Responsible for recording equipment loans and repairs (crutches, canes, etc.).
- Receives, receipts and deposits payments for regional billings and donations.
- May assist in the processing of accounts payable and verification of bi-weekly timesheets.
- Provides assistance and coverage for business office and health records staff as required.
- Other duties as assigned.

Admitting Clerk:

- Assembly and preparation of patient charts.
- Accurate completion of admissions and discharges using accepted procedures.
- Maintains an updated patient list, inpatient register, death register and outpatient log.
- Assists in calculating and reporting patient statistics for month end.
- Assists in processing outpatient forms.
- Maintains updated patient index cards for all hospital visits.
- Retrieve patient information for Physicians and hospital as authorized.
- Process reciprocal billings.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Date

NOTE: Original Signed and Dated August 31, 2007