

Beacon Hospital in association with UPMC

Job Description

Job Title	Admissions Officer
Department	Patient Business Services
Reports to	Patient Business Services Coordinator
Date	Dec 2010

Overall Purpose of Job

To ensure the admission of a scheduled patient is a seamless experience for the patient, the hospital and the Consultant and reflective of an environment where quality, respect, caring and compassion are at the centre of all we do.

Key Responsibilities and Deliverables

1. Liaise with Scheduling to validate the insurance cover for all scheduled patients
2. Confirm co-payments and patient's acceptance of liability for excesses/insurance shortfalls
3. Communicate any queries or authorisation from non-contracted insurances to Business Office
4. Pre-register all patients on Meditech
5. Liaise with Medical Records to prepare chart for admission
6. Confirm patient demographics on Meditech on arrival of patient to admissions dept
7. Follow business process requirements with regard to insurance form completion
8. Collect payment of fees, insurance excess or co-payments at point of admission and provide invoice and receipt to patient
9. Be competent with entry of payments via Cash Drawer routine in Meditech and balance all payments at end of shift
10. Liaise with Bed Manager and/or nurse managers to assign ward or room
11. Escort patient or arrange escort to assigned room or ward
12. Comply with departmental and hospital Policies and Guidelines
13. Participate in meetings as requested, and contribute to the on-going development of the department and hospital
14. Create an environment that encourages teamwork, positive attitudes and high morale.
15. Participate in other duties that may be assigned due to developing departmental requirements
16. Participate in shift roster to provide the required cover in admissions at all times

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Information Technology

1. Be proficient in Meditech's Admissions / Cash Drawer / Scheduling / Theatre modules and other software, such as VHI's WebPES, to ensure the most effective and efficient use of the hospital's IT infrastructure in the functioning of the department
2. Be aware of IT specific requirements in the Admissions department to comply with The Data Protection Act 2003
3. Participate in training for IT updates to enhance and maintain proficiency
4. Be aware of 'IT Downtime Policy' and be able to put into effect if required

Health and Safety

1. Be vigilant of the individual and departmental responsibilities to comply with The Health, Safety and Welfare at Work Act 2007 and the hospital's specific Health & Safety policy
2. Report any omissions

Service quality/Accreditation

1. Understand the importance of quality in relation to every day work and participate in quality system measures to ensure that services are provided at an agreed quality standard
2. Understand the importance of providing an excellent Customer Care Service to all patients, consultants and colleagues to uphold the mission, vision and values of the hospital
3. Participate in performance productivity measures

Confidentiality

1. The dignity of all patient's will be respected together with their absolute right to confidentiality
2. Workings of the hospital or its patients will not be discussed with people outside the hospital, save as appropriate in the course of work.
3. Documents or property of the hospital will not be removed from the hospital without prior authorisation.
4. Upon cessation of employment in the hospital all property of the hospital held by the employee will be surrendered to the Human Resource Department

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Person Specification

Qualifications	<ul style="list-style-type: none">• Leaving Certificate• Excellent secretarial and organisational skills.• Knowledge of Word for Windows and other related packages; ECDL an advantage
Experience	<ul style="list-style-type: none">• At least 2 years previous work experience preferably in a Hospital environment
Job Specific Competencies and Knowledge	<ul style="list-style-type: none">• Must possess good decision-making ability, and a capacity for problem-solving.• She/he should be capable of communicating effectively and courteously with a wide variety of departments and individuals, including hospital consultants, nursing staff, business office and hospital management• She/he should have a strong awareness of the need for confidentiality, discretion, precision, and a methodical approach in all matters.• An ability to maintain motivation to get things done with attention to detail, within the constraints of a busy hospital.• Aptitude for computing with good keyboard skills and ability to learn Meditech and supporting IT Systems• A Knowledge of general office procedures is essential• A knowledge of the functioning of hospital clinical areas
Personal Competencies	<ul style="list-style-type: none">• All posts in Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as, and when required by their manager• Will be capable of playing an active part in the multi-disciplinary team• Have the ability to liaise successfully with all groups of staff• Be self motivated with a high capacity for responsibility and individual initiative• Demonstrate an ability to prioritise work and handle large volumes of activity

Important Note: *The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time. In light of the changing needs of the Hospital this job description may be subject to review as the Hospital and post holder's role develops.*

Job Description received by employee

Signature

Date