

Job Description

Job Title	Admissions Clerk
Department	Admissions – Rapid Access Clinic
Reports to	Cardiac Liaison Nurse
Date	2014

Overall Purpose of Job

Our mission is to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The overall purpose of this role is to ensure that the admission of a scheduled patient is a seamless experience for the patient, the hospital and the Consultant.

Key Responsibilities and Deliverables

- Interviews patient or representative to obtain and record name, address, age, religion, persons to notify in case of emergency, attending Physician, and individual or insurance company responsible for payment of bill.
- Answers a dedicated GP phone line for urgent referrals.
- Arranges appointments for clinics through the Meditech system.
- Explains regulations such as visiting hours, payment of accounts, and schedule of charges.
- Escorts patient or arranges for escort to assigned room or ward.
- Enters patient admitting information into computer and routes printed copy to designated department.
- Obtains signed statement from patient to protect hospital's interests. Maintains confidentiality in maintaining all patient records.
- Receives payments on accounts.
- Sources and creates patient charts.
- Verifies the patient's insurance details.

- Processes claim forms and performs cashiering duties-accepting payments from patients.
- Works under direct supervision of Admitting Supervisor or designee, but must be able to handle daily details of the Admitting Department duties with minimal supervision.
- A flexible approach is essential in terms of when work is carried out, what work is carried out and how it is to be carried out.
- The typing of clinic letters from a dedicated Dictaphone.
- Responsible for sending letters and test results for GP's.
- Send CNS discharge summaries on a daily basis.

Information Technology

- Make the most effective and efficient use of developments in information technology for both patient care and administrative support.

Confidentiality

- You will be aware of the confidential nature of work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the Beacon Hospital or its patients with people outside Beacon Hospital, save as required to do so in the course of your work.
- 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 knowledge and skills necessary to respond to a changing situation.

Person Specification

Qualifications	<ul style="list-style-type: none"> ▪ Leaving Certificate. ▪ Administrative skills. ▪ Experience using IT systems, including MS Excel & Word.
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"> ▪ Knowledge of Meditech System an advantage. ▪ PC Windows and good keyboard skills. ▪ Exhibits high level of customer/patient relation skills. ▪ Exhibits ability to work as member of team in daily performance of duties. ▪ Interaction with all hospital departments. ▪ Have a high capacity for responsibility and individual initiative, and the ability to write clear and concise English. ▪ Have excellent organisational skills.
Personal Competencies	<ul style="list-style-type: none"> ▪ Flexible. ▪ Have good interpersonal and communications skills. ▪ Have the ability to liaise successfully with everyone. ▪ Self motivated with a capacity for responsibility and individual initiative. ▪ Demonstrate an ability to prioritise work.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee: _____

Signature

Date

Name (Block Capitals)