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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	OUTPATIENT ADMITTING CLERK (SELKIRK)
<b>DEPARTMENT:</b>	HEALTH INFORMATION SERVICES
<b>CLASSIFICATION:</b>	ADMITTING CLERK
<b>UNION:</b>	MGEU – FACILITY SUPPORT
<b>STD. GRP#</b>	67

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	SUPERVISOR, HEALTH INFORMATION SERVICES
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

The Outpatient Admitting Clerk is responsible for the accurate and concise collection of information during the registration process, in compliance with provincial client registry best practices. Ensuring exceptional customer service, and professionalism are met, the Outpatient Admitting Clerk is responsible for the provision of effective and efficient communication within the facility. While maintaining confidentiality in all matters relating to clients, staff and the organization, the incumbent works co-operatively in a matrix structure to support the functions of Health Information Services. The position of Outpatient Admitting Clerk (Selkirk) functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Performs preadmission, registration, including admission, discharge, and transfer of clients according to established provincial and regional standards and generates applicable output documents.
- Utilizing the EPR Scheduling System, schedules patients to receive planned services in the Outpatient Centre, including clinics, surgical programs, cardiology services, and other

specialty programs and services.

- Receives scheduled patients in a professional and timely manner, ensuring that all required documentation is printed including the placement of a wristband on the patient.
- Registers and arrives non-scheduled patients for lab and EKG services including the receipt of specimens.
- Utilizes the Surgical Information Management System (SIMS) as a resource for reconciliation of patients scheduled for surgical services.
- Prints and distributes program schedules as required.
- Receives and processes patient information submitted for the centralized endoscopy program.
- Works collaboratively with the clinical team, ensuring efficient processes are in place to support the overall management of the patient when they arrive for health care.
- Ensures all ADT transactions are updated in the system in a timely manner.
- Responsible for maintaining effective communication using applicable resources such as the Vocera badges, pagers, telephones and the hospital paging system.
- Responds to general inquiries from clients, visitors, and staff in a courteous and respectful manner.
- Provides remote patient registration support for other acute care facilities in the region as required.
- Works collaboratively with the facility triage nurse, ensuring efficient processes are in place to support the overall management of the patient when they arrive for health care.
- Assigns the appropriate responsibility for payment designation, ensuring completion of all appropriate documentation and forms, and receipt of required payments.
- Assembles the health record in accordance with the prescribed chart assembly listing.
- Responds promptly to the fire alarm system when activated, providing paging and telephone support as per the prescribed procedure.
- Carries out established communication procedures in the case of an Emergency Response.
- Communicates applicable equipment and facility alarms.
- Monitors inventory of supplies for operational needs.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

#### **OTHER**

- Participates in any quality improvement initiatives within the Health Information Services Department.

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#### **PERFORMANCE MEASUREMENTS:**

- Customer satisfaction reports, supporting the delivery of excellent customer service and professional conduct.
  - Timely registration of patients, as they present for care.
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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Medical Office Assistant / Medical Secretary Certification.
- Completion of a certified Medical Terminology Course.
- A combination of education and experience may be considered.

### **REQUIRED KNOWLEDGE:**

- Must be proficient with basic computer skills.

### **EXPERIENCE REQUIRED:**

- Minimum two (2) years' experience working in a health care setting preferred.

### **SKILLS/COMPETENCIES:**

- Demonstrated effective communication skills
  - Ability to effectively work in a team environment.
  - Must be able to work independently.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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## **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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## **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as

described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: October 26, 2016  
Date

Revised: October 2022  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*