
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Admitting

Grid: 11

Class Title: Clerk III, Admitting

I. Level Definition

Positions at this level obtain the information required in the admission of patients to the facility, complete admission documentation and perform related clerical duties.

II. Typical Duties

1. Interviews patients, relatives and/or friends upon admission to obtain information such as personal details and proof of eligibility.
2. Enters information and completes admission and other related forms and forwards to appropriate department.
3. Explains consent forms to patients and/or relatives and obtains required signatures.
4. Explains hospital policy on matters such as deposits and room differentials and collects deposits.
5. Telephones patients who are "pre-admitted" for information such as personal details and proof of eligibility.
6. Follows up as necessary to verify patient eligibility for hospital programs coverage by sending enquiries to reference sources.
7. Escorts patients or arranges to have patients escorted to rooms.
8. Prepares identity bands and admission plates and/or labels for patients.
9. Receives and records patients' valuables for safekeeping.
10. Maintains a register of admissions and discharges.
11. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12 and one year's recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.