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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 21

**Class Title:** Clerk V, Patient Relations

### **I. Level Definition**

Positions at this level perform all patient admission, eligibility and billing documentation procedures in an extended or long term care area.

### **II. Typical Duties**

1. Interviews patients, relatives, or other responsible persons to ascertain billing directions, methods of payment, entitlement to patient services.
2. Completes all admitting and eligibility documentation. Verifies patients' eligibility for B.C. Hospital Insurance benefits and maintains related records.
3. Maintains extended care patient trust accounts by performing duties such as requesting and receiving deposits, processing charges and preparing patient trust account statements as required.
4. Maintains patient accounts and accounting records by recording the charges, preparing and sending out patient statement and following up on delinquent accounts.
5. Maintains statistical records and prepares reports including whole sections of the HIA 35.
6. Compiles required information and fills in complete sections of HIA 35 report.
7. Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12 and three years' recent related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to keyboard.
- (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.