

DAVIS COUNTY HOSPITAL
Job Description

TITLE: Switchboard-Admissions

DEPARTMENT: Business Office

JOB CODE:

APPROVED BY:

FORMER REVISION: 01/03

LATEST REVISION: 09/05

LATEST REVIEW: 03/06

This job description covers the most significant duties performed, but does not exclude other, occasional work assignments not mentioned.

DEPARTMENT OBJECTIVE:

The purpose of the Business Office, (switchboard, registration, admissions) is the admitting, registration and gathering of information for use by the Hospital and physicians for the benefit of Davis County Hospital and their patients, and to appropriately satisfy the patients financial obligation to the Hospital.

JOB SPECIFICATION:

Education & Training: High school diploma or GED required.

Experience: Computer experience. Reception or clerical experience at a healthcare setting preferred.

Abilities: 35 wpm typing speed. Must have GOOD communication skills.

REPORTING RELATIONSHIPS:

Reports to: Business Office Manager

Supervises: N/A

JOB SUMMARY:

Arranges for the efficient and orderly admission of inpatients, the registration of outpatients, ensures that accurate patient information is collected. Ensures that all incoming telephone calls are promptly and courteously answered and routed to the correct extension within the Hospital. Performs paging, announcement of public messages and responds to all inquiries in accordance with the Hospital policy. Greets all visitors to the Hospital promptly and courteously. Directing visitors to appropriate areas, or obtaining for those whom need a wheelchair, etc.

ESSENTIAL FUNCTIONS:

1. Answers switchboard promptly.
2. Admit patients.
3. All alarm control center.
4. Monitor ambulance radio notify supervisor.
5. Code Blue emergencies responsible for contacting needed personnel.
6. Adheres to and promotes the established values of the organization, i.e., customer service, safety, compliance standards and all others.
7. Greets each visitor courteously and respectfully.
8. Direct visitors to appropriate areas.
9. Obtain assistance for visitors needing special help.
10. Attend 75% of departmental meetings.

MARGINAL FUNCTIONS:

1. To greet and assist the public.
2. Filing.
3. Balance the cash drawer.
4. Count cafe money.
5. Looking up an accounts receivable balance for a patient.
6. To prepare paperwork for the newly admitted patients chart.
7. To prepare outgoing mail.
8. To sort incoming mail.
9. Make copies for public or assist nursing with copies.
10. Write a receipt for a paying customer.
11. Calling insurance companies for pre-certification for admissions.

12. Fax machine.
13. Assist patients to emergency room and notify nurse to come to ER.
14. Ordering supplies for the office and put them away.
15. Delivering papers, forms, flowers to wings.
16. Occasionally getting charts from medical records for nursing.
17. Typing for Business Office or other departments, as needed.
18. Alphabetizing and organizing forms for other departments.
19. Obtain assistance for patients coming to emergency room and notify nurse to come to ER, if patient enters through main entrance.
20. All other duties as assigned.

WORKING CONDITIONS:

1. The worker could be exposed to body fluids while greeting someone at the emergency room door or if a patient is ill at the reception area.
2. Room temperature varies, many noises.

PHYSICAL ACTIVITY REQUIREMENTS: (Constant = 67-100% of work day, Frequent = 34-66% of work day, Occasional = 33% or less of work day.)

Constant REACHING: Extending hands and arms in any direction.

WALKING: Moving about on foot to accomplish tasks.

FINGERING: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm.

GRASPING: Applying pressure to an object with the fingers and palm.

TALKING: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

HEARING: Perceiving the nature of sounds at normal range. Ability to receive detailed information through oral communication.

REPETITIVE MOTIONS: Substantial movements (motions) of the wrists, hands, and/or fingers.

- Frequent CROUCHING: Bending the body downward and forward by bending leg and spine.
- Occasional STOOPING: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- LIFTING: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.

PHYSICAL REQUIREMENTS:

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

VISUAL ACUITY REQUIREMENTS:

This work deals largely with preparing and analyzing data and figures, computer terminal, extensive reading, transcription.

INTELLECTUAL AND EMOTIONAL REQUIREMENTS:

1. Adaptability to influencing people in their opinions, attitudes, or judgments about ideas or things.
2. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
3. Adaptability to making generalizations, evaluations, or decisions based on sensory judgmental criteria.
4. Adaptability to dealing with people beyond giving and receiving instructions.
5. Adaptability to performing repetitive work, or to performing continuously the same work.
6. Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are mark-or-break aspects of the job.
7. Adaptability to situations requiring the precise attainment of set limits, tolerances.
8. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.