Job Description

Title: Emergency Room Clerk
Department: Patient Accounts

I. Qualifications:
A. Able to read, write, and speak English.
B. EMT or CNA certification preferred.
C. BLS certification within 90 days required.
D. Excellent phone skills required.
E. Must possess effective communication skills to interact with patients, co-workers and public.
F. Must be able to multi task and maintain a high level of confidentiality.
G. Basic computer skills, understanding a windows environment required.
H. Must be willing to learn PC competencies as required for position.
I. Knowledge of office equipment including calculators, copiers and fax machines preferred.

II. Purpose: The Emergency Room Clerk is responsible for assisting nursing staff with direct patient care, answering and transferring phone calls, registering patients and greeting and assisting patients and visitors.

III. Essential Functions (including, but not limited to):
A. Support the mission, vision, and core values of the organization.
B. Displays professionalism, tact, respect and team effort when working with co-workers, and public.
C. Adheres to the hospital policies and procedures and attends mandatory in-services.
D. Able to cope with stressful situations and work independently to perform appropriate quantity of work.
E. This position is responsible for answering and transferring incoming phone calls and greeting and directing patients and visitors to their destinations.
F. Register all in and outpatient services, ensuring the proper papers are signed and distributed. All registrations are completed accurately, to ensure timely billing. Complete ELVS Medicaid form and call for Medipass referrals when necessary. Scan into account.
G. Responsible for cash box, making change, doing accurate receipts for cash when needed.
H. Keys ER charge slips.
I. Assist with transporting patients and specimens to other areas of the hospital.
J. Observes patients for any changes in status and reports changes to the nurse and references patients by preferred name.
K. Provides patient safety by using side rails, safety straps, call lights, and transfer belts.
L. Follows infection control guidelines.
M. Accurately documents information on charts as needed.
N. Assists with cleaning, restocking, requisition of supplies on line
O. Assists with security by monitoring patient entrances.
P. Assist with general Business Office duties as needed, maintaining a high level of confidentiality and professionalism concerning patient’s rights.
Q. Verifies co-worker registrations
R. Places lab and radiology orders per written instructions, accurately and timely.
S. Maintains communication with patient, family, providers, nurses and support staff.
T. Responsible to clean provider room at provider shift change and clerk work area per housekeeping guidelines. Responsible for cleaning assigned area of ED
U. Responsible for all accurate paperwork for patient transfer and admissions to hospital or long term care
V. Responsible for calling ambulances, Aircare, using Voice Shot to page emergencies and overhead pages.
W. Responsible for maintaining all logs, including but not limited to: No doc List, Radiology & culture, Patient Transfer and Admit, Ambulance rotation, Associate Medications
X. Responsible for all hospital associate work comp and needle stick paperwork, assuring completed and distributed accurately
Y. Faxing patient ED charts to appropriate PCP’s in a timely matter
Z. Every effort has been made to identify the essential functions of this position, however, it in no way implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is an essential function of the position.

IV. **Job Relationships:**
A. Responsible to: Patient Accounts Manager
B. Interrelationships: ER Director, Patient Accounts, Nursing staff, Physicians, Health Information, Specialty Clinic, Scheduler and all other Hospital staff.
C. Supervises: Not applicable

V. **Working Conditions:**
A. Subject to frequent interruptions.
B. Involved with patients/residents, personnel, visitors, government agencies, etc., under all conditions and circumstances.
C. Subject to hostile and emotionally upset patients/residents, family members, personnel and visitors.
D. Communicates with the medical staff, department personnel and other staff.
E. Works beyond normal working hours, and in other positions temporarily when necessary.
F. Subject to call back in emergency situations. Attends and participates in continuing educational programs.
G. Subject to injury from falls, burns from equipment, odors, etc., throughout the workday, as well as to reactions from dust, disinfectants and other air contaminant.
H. Maintains a liaison with the patients/resident, their family, support departments, etc., to adequately plan for the patient/resident’s care.
Working Environment

Hazardous Exposure Category: Place an “X” in the appropriate category:

1. ___X__ Inherent potential for contact with blood, body fluids or tissues. Appropriate protective measures are required for every employee engaged in Category I tasks.

2. ______ No exposure to blood, body fluids, or tissues, but potential for exposure in usual work. Employees performing Category II tasks don’t need to wear protective equipment, but they should be prepared to put on protective equipment on short notice.

3. ______ Involves no exposure to blood, body fluids, or tissues, although situations can be hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids.

Physical Requirements: Lifting Requirements - Place an “X” in the appropriate category:

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

- Light work - Exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements exceed those for sedentary work.

- Medium work - Exerting 20 to 50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Physical demand requirements exceed those for light work.

- Heavy work - Exerting 50 to 100 pounds of force occasionally, and/or 25-50 pounds of force constantly to move objects. Physical demand requirements exceed those for medium work.

- Very heavy work - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical demand requirements exceed those for heavy work.

Physical Requirements & Frequency - Place an “X” in each box that is appropriate to the role:

<table>
<thead>
<tr>
<th>To be moved: include weight of object and distance carried.</th>
<th>Description of movement: lift, lower, push, pull, carry, reach above.</th>
<th>N</th>
<th>O</th>
<th>F</th>
<th>C</th>
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<tbody>
<tr>
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<th>N</th>
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<td>Fingering</td>
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<td>Walking</td>
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<td>Feeling</td>
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<td>Stooping</td>
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<td>Visual acuity: near</td>
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<td>Kneeling</td>
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<td>Visual acuity: far</td>
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<td>Squatting</td>
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<td>Depth perception</td>
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<td>Climbing</td>
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<td>Color discrimination</td>
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<td>Balancing</td>
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<td>Noise</td>
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I have read and understand the above Job Description and Working Environment Description Page.

Associate Signature____________________________________ Date_______________________________