

MARQUETTE GENERAL HEALTH SYSTEM

JOB DESCRIPTION

POSITION: Unit Clerk DEPARTMENT: Nursing (6000)
 SUPERVISED BY: Nurse Mgr/Hospital Spvsr SUPERVISES: None
 EFFECTIVE DATE: September 1990 JCC: 137
 REVIEW DATE: 8/94; 7/95; 1/97; 5/99; REVISED DATE: 8/94; 7/95; 11/95
10/01 11/00 B 2/08 B 1/97; 5/99; 10/01
 PREPARED BY: Lillian Brooks TITLE: Dir, Nursing
 RECOMMENDED BY: Karen MacLachlan TITLE: Assistant Administrator
 APPROVED BY: Al Hendra TITLE: Asst. Admin./Human Res.

POSITION SUMMARY:

Performs clerical, receptionist, admitting and communication functions in a confidential manner under the direction of the Nurse Manager, Hospital Supervisor or designee.

POSITION ACCOUNTABILITIES/COMPETENCIES**:

Meets Does
 Not Meet*

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,5)
- 2. Utilizes excellent customer service skills at all times. (1,5)
- 3. Complies with federal and state law and accrediting and licensing agencies at all times, to include but not limited to, JCAHO and federal compliance regulations. (1,5)
- 4. Completes all admission procedures per unit routine. (1,3,5)
- 5. Monitors patient logistics to include admissions, discharges, status of diagnostic tests, etc. (1,3)
- 6. Enhances patient and public relations by providing relevant information and/or assistance to patients/families regarding hospital procedures, regulations, location of services, and arranges transport for patients and any non-ambulatory guest. (1,3,5)
- 7. Transcribes orders per physician priority and established procedures utilizing computer skills to include notification of orders to necessary resources. (1,3,4,5)

- 8. Maintains active and inactive charts, files, logs, etc., including appropriate disposition of copies to physicians and/or departments. (1)
- 9. Insures accurate and timely processing of patient charges. (1,3)
- 10. Monitors and responds immediately to telephones, patient call systems, or special designated department equipment. (1,3,5)
- 11. Orders and/or reorders medications, floor stock items and other supplies as needed to maintain adequate inventories. (1)
- 12. Performs routine clerical duties as assigned. (1,2,3,4)
- 13. Performs messenger and transporter duties as necessary. (8)
- 14. Maintains confidentiality of patient and unit care data. (5)
- 15. Enhances personal growth and development through participation in educational programs and inservice meetings. (5)
- 16. Performs other related duties as assigned or requested.

*Comment or data needed to support this.

**Those activities that employees are required to and able to perform independently following procedure and/or criteria

POSITION QUALIFICATIONS:

Minimum Education:

- High school graduate or equivalent

Preferred Education:

- Basic science courses
- Medical terminology course
- Computer/keyboard courses

Minimum Experience:

- Satisfactorily completes MGHS unit clerk class

Preferred Experience:

- 6 months as unit clerk

Required Testing:

- Wonderlik - pass/fail

Required Skills:

- Effective communication skills
- Effective organizational and prioritization abilities

Required Course(s)/Training:

- Satisfactory completion of the MGHS unit clerk class or equivalent

Physical Demands:

- Medium physical effort (lift/carry up to 25 lbs)
- Mostly sedentary work
- Occasional standing/walking
- Occasionally lifts supplies/equipment
- Manual dexterity and mobility
- Occasional reaching, stooping, bending, kneeling and crouching

Working Conditions:

- Exposed to infection from disease-bearing specimens
- May be exposed to infections and contagious diseases
- Occasionally exposed to the risk of bloodborne diseases
- Exposed to hazards from electrical/mechanical/power equipment
- Exposed to housekeeping/cleaning agents/chemicals
- Subject to injury from moving parts of equipment
- Occasional exposure to unpleasant patient or unit elements
- May be exposed to/occasionally exposed to patient elements
- Exposed to unpleasant elements (accidents, injuries and illness)
- Subject to varying and unpredictable situations
- Handles emergency or crisis situations
- May perform emergency care
- Exposed to hot or noisy equipment
- Subject to many interruptions
- Occasionally subjected to irregular hours
- Occasional pressure due to multiple calls and inquiries
- Requires judgment/action which could result in death of patient

(1) The performance of this function is the reason that the job exists and is a critical activity.
(2) There are limited employees among whom the performance of this function can be distributed.
(3) This function occupies a great deal of the employee's time.
(4) This function is highly specialized. Employees are hired for the skill/ability to perform this.
(5) Failure to perform this function may have serious consequences.
(8) Exposure to bloodborne pathogens that requires use of personal protective equipment.