

ADMITTING SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director of Admitting, an incumbent of this position is responsible for the supervision of the Admission, Discharge and Transfer activities of the Hospital. These activities involve receiving incoming patients requiring hospitalization, and conducting interviews with the patient or their representative in order to obtain all required information and authorizations prior to admission to Westchester Medical Center. Work involves shift assignment. Supervision is exercised over a number of Admitting Clerks. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides training and supervision to a number of admitting clerks on an assigned shift;

Maintains and updates the on-line admitting system;

Maintains lines of communication with physicians, nurses and other hospital staff members;

Supervises admitting clerks involved in, and also personally conducts, interviews with incoming patients or their representative in order to obtain identifying information, the name of their attending physician, the type and amount of insurance coverage, and to secure guarantees for payment of bill;

Reviews the accuracy of information on the hospital admission form and the financial submission forms required by insurance carriers and other third party agencies;

Secures the signature of the patient or representative for the release of information to the insurance company, the assignment of insurance benefits to the hospital, the authorization of the patient to receive treatment and any additional required permits or consents;

Provides patients with information and responds to their inquiries regarding hospital regulations, available services, visiting hours, and bill payment procedures;

Secures patients' valuables during times that the cashier's office is closed;

Monitors the assignment of patients to rooms based on nature of illness and types of accommodations available or requested;

Routes admitting forms and cards to appropriate hospital divisions;

Maintains index of assigned and vacant beds;

Reviews the daily end-of-day report which provides input into the census, computerized system and patient status reports;

EXAMPLES OF WORK: (Illustrative Only)

Provides information to various hospital divisions on patient status and insurance coverage, particularly when care is received in more than one division;

Compiles statistical information in various categories, as assigned;

Converts routine patient information obtained from records and reports into pre-established codes for data processing by use of simple data entry equipment;

Performs related clerical tasks required for the efficient and effective admission of patients;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of hospital operations and procedures; knowledge of interviewing techniques required to elicit specific information; ability to comprehend and carry out patient admitting procedures; ability to complete various forms and other documents used in the admitting process with a high degree of accuracy and attentiveness to detail; ability to communicate and get along well with all types of people; ability to operate an automated information system; ability to compile statistical information; ability to plan and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact and understanding in dealing with patients in a sometimes stressful situation; initiative; good judgment; pleasant manner; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and four years experience where the primary function of the position was in a hospital or health care facility involving patient admissions, one of which must have included data entry or word processing.

SUBSTITUTION: Satisfactory completion of 30 college credits may be substituted on a year for year basis for up to three years of the above experience, but not for the one year of experience which must have included data entry or word processing.

SUBSTITUTION: Satisfactory completion of 30 college credits* or an approved business school, which included a course in data entry or word processing, may be substituted for the one year of experience which must have included data entry or word processing.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Group: VII