

DIRECTOR OF ADMITTING

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision, the incumbent in this class is responsible for the continued planning, implementation and management of the admitting, financial screening, emergency room, Registration and Patient Information Desk and Transfer Center activities of the Westchester Medical Center. This includes inpatient admitting (general and psychiatric), bed reservation functions, outpatient clinic registration, preadmission testing, and emergency room registration. These departments operate seven days a week, twenty-four hours a day. The incumbent is also responsible for ensuring that all reimbursement data is gathered and accurately transmitted to the billing department and the optimal utilization of specialized resources. Supervision is exercised over a number of professional, clinical and clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees all operational functions of the Admitting Department of the Westchester Medical Center including general and psychiatric admissions, emergency room, ambulatory surgery registration and central registration;

Establishes, implements and directs admitting and registration systems, including bed reservations system;

Develops procedures to assure reimbursement data obtained pertaining to third party medical insurance, Medicare, Medicaid, etc., status and eligibility of patients being admitted;

Supervises the activities of the Medical Center's Transfer Center ensuring optimal utilization of resources and appropriate prioritization of transfer patient admissions;

Establishes and maintains procedures and policies geared toward assuring high bed occupancy by controlling bed availability and patient traffic;

Confers with admitting physicians regarding conflicts of admission priorities and bed availability in order to resolve conflicts;

Establishes and directs pre-admission testing and pre-registration system in coordination with admitting physicians and ancillary services to assure adherence with hospital policy;

Establishes and directs accurate and expeditious patient data flow system to assure that all individuals, units and services within Westchester Medical Center receive correct information on a timely basis;

Oversees the auditing of the previous days work by supervising personnel in order to check accuracy of patient data and fiscal information;

Maintains various categories of statistical data for utilization within internal reporting systems, as well as, to easily identify pertinent trends in admission activities;

EXAMPLES OF WORK: (Illustrative Only)

Interprets Westchester Medical Center admitting rules, regulations, policies and procedures to patients, relatives, visitors and admitting office staff;

Supervises the nursing staff responsible for patient assessments and reporting of changes in condition of patients seen in Emergency Room and/or transported by Stat Flight;

Directs the supervision of the Information Services to maximize the efficient operation of the department and to enhance its programs and services;

Oversees the maintenance of filing systems to assure the immediate availability of admission information;

Conducts in-service education classes for admitting personnel to assure their continued knowledge of new procedures and techniques;

Ensures availability of specialized resources at all Medical Center facilities minimizing duplication of effort and minimizing delays in the delivery of care and treatment services;

Fulfills personnel management responsibilities including employee selection, counseling, and periodic performance evaluations;

Encourages and creates an environment that is supportive, sympathetic and sensitive to the needs of the patients and their family, and is representative of the Medical Center's goal to provide the highest level of patient care in every aspect of the patient's association with the Westchester Medical Center; Serves as a member of appropriate Westchester Medical Center committees;

Attends meetings, conferences and seminars as required;

Instructs staff and ensures confidentiality of patient data according to HIPPA guidelines and requirements;

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

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the admitting operation in a large hospital, and its relationship to patient care, financial management, physician and nursing scheduling; thorough knowledge of third party medical insurance coverage and internal procedures required for full reimbursement; thorough knowledge of HIPPA confidentiality requirements as they apply to medical data; thorough knowledge of JCAHO standards as they relate to designated functions; good knowledge of medical terminology and bed reservation system; good knowledge of professional nursing practices and requirements; ability to administer a multi-section inter-related unit; ability to communicate effectively with patients, physicians, nurses and other Medical Center personnel; ability to coordinate and supervise the work of others; sound judgment, especially as it relates to the confidentiality of medical information; appreciation of acute, long-term and psychiatric services; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and either: (a) six years of experience where the primary function of the position was in patient admissions and patient relations, two years of which must have been at a supervisory level and must have included supervision of clinical and support staff; or (b) six years of experience where the primary function of the position must have included assessment of patients for admission and/or responsibility for bed reservations and assignment or patient relations, two years of which must have been at a supervisory level including the supervision of clinical and support staff.

SUBSTITUTION: Satisfactory completion of 30 credits toward a Master's Degree* in Health Care, Hospital, Business Administration, or closely related field, may be substituted for one year of the above stated experience, exclusive of the two years of supervisory experience.

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 NYS Education Department as a post-secondary, degree-granting institution.