

PROGRAM SPECIALIST (ADMITTING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class are responsible for supervising and coordinating the admission and bed reservation functions of Westchester Medical Center. This involves implementation of all hospital policies and procedures related to the admittance and bed assignment of patients; coordinating unit activities with those of the various patient floors and Nursing Units; and scheduling staff to ensure 24 hour coverage, 7 days per week. Additionally, major responsibility involves assuring that all reimbursement data is gathered and accurately transmitted to the billing department. Supervision is exercised over a number of clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the development of and implements and coordinates hospital admitting and registration systems, including reservation system;

Assists in the development of, and implements procedures to assure accuracy in determining health insurance, Medicare, Medicaid, etc. status and eligibility of patients being admitted;

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

Resolves conflicts of admission priorities and bed availability with admitting physicians;

Supervises the pre-registration system in coordination with admitting physicians and ancillary services;

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

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

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

Maintains filing systems to assure the immediate availability of admission information;

Schedules clerical support staff to ensure coverage of the unit on a 24 hour, 7 days per week basis;

Provides supervision and consultation to Admitting Staff;

Coordinates unit activities with Nursing and other hospital services to ensure efficient patient flow;

EXAMPLES OF WORK: (Illustrative Only)

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);

May perform other incidental tasks, as needed.

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; good knowledge of third party medical insurance coverage and internal procedures required for full reimbursement; good knowledge of medical multi-section inter-related unit; ability to supervise the work of others; ability to communicate effectively with patients, physicians and nurses and other Medical Center personnel; 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; sound judgment, especially as it relates to the confidentiality of medical information; appreciation of acute, long-term and psychiatric services; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of experience involving hospital patient admissions, including one year of experience where the primary responsibility of the position was hospital patient admissions at a supervisory level.

SUBSTITUTION: Successful completion of 30 college credits* may be substituted on year for year basis for up to three years of the above stated general experience. There is no substitution for the one year of supervisory experience in hospital patient admissions.

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.