

## STAFF ASSISTANT (PATIENT INFORMATION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class acts as a patient representative and is responsible for implementing internal and regulatory procedures designed to guarantee the rights of patients and residents for health care in an atmosphere of human dignity and without regard to ethnic or national origin, sex, religion, ability to pay or ultimate source of payment. This involves implementation and interpretation of the Patients' Bill of Rights and the Mental Health Bill of Rights; promoting effective relationships between doctors, health care workers, patients, residents and their families; and responding to patient grievances. Responsibility also involves monitoring service delivery to ensure effective support services to patients and residents, and providing technical assistance to professional staff to meet program goals and objectives. This position involves work of a highly sensitive and confidential nature. Supervision is not a regular responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Serves as liaison between the patients/residents and WCMC/RTI management and professional staff, providing a specific channel through which patients/residents can seek solutions to their problems, concerns and unmet needs, i.e., billing and reimbursement issues, housekeeping or food service issues, nursing or other medical care issues;

Serves as the patients'/residents' advocate by acting on their behalf with appropriate administrative/management/professional staff;

Receives complaints and inquiries from patients or their families, both verbally or in writing, and pursues appropriate avenues for the solution of these problems as they affect overall health care delivery and support services;

Ensures the accessibility of the Patients Bill of Rights and the Mental Health Bill of Rights, and ensures conformance by WCMC/RTI staff;

Maintains log of patient concerns/complaints and conducts follow-up activities including problem resolution;

Assures patients of their right to voice concerns and file complaints;

Provides informational material regarding available services and programs, and conducts outreach when needed to meet program objectives;

Provides information and arranges for translation services for bi-lingual patients;

Maintains detailed records of service data and compiles it into statistical charts and reporting forms;

Conducts in-service educational training for staff regarding patients' rights;

Performs related tasks to ensure the effective and efficient delivery of services.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Familiarity with the functions and operational aspects of the various divisions of a large health care delivery institution, particularly those aspects dealing with support services and social services; skill in problem solving techniques, particularly as they apply in a health care setting and related community services; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with a wide variety of people, both professional and lay; ability to handle and safeguard confidence; ability to cope with stress; sound professional judgment; maturity; empathy; keen sensitivity; flexibility; dependability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from a recognized college or university with a Bachelor's Degree\* and one year experience in counseling, advocacy, or as a patient representative, six months of which must have been in a health care setting.

SUBSTITUTION: 30 credits toward a Master's Degree\* in Social Work, Health Advocacy or Psychology may be substituted for the one year experience required above.

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