



## UNION JOB DESCRIPTION

**JD1271**

<b>JOB TITLE:</b>	Admitting - Switchboard Clerk	<b>JOB DESCRIPTION NO.:</b>	F.CI.10404A.001
<b>CLASSIFICATION:</b>	Switchboard Operator ; Clerk IV, Admitting (Out-Patient Booking) ; Secretary; Clerk III, Cashier	<b>GRID/PAY LEVEL:</b>	F 17
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10404; 10002; 10306; 10202
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	10404A
<b>PROGRAM/DEPARTMENT:</b>	Admitting & Patient Flow	<b>BENCHMARKS (If Applicable):</b>	10404; 10002; 10306; 10202
<b>REPORTING TO:</b>	Manager		
<b>FACILITY/SITE:</b>	Cowichan District Hospital (CDH); West Coast General Hospital (WCGH); Tofino General Hospital (TGH)		

### JOB SUMMARY:

In accordance with the Mission, Vision and Values, and strategic directions of Vancouver Island Health Authority patient safety is a priority and a responsibility shared by everyone at VIHA and as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Utilizing a variety of computerized systems and applications for a multi-site operation, the Admitting-Switchboard Clerk performs admitting, switchboard, cashier and reception duties as well as a variety of clerical duties.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Interviews patients to determine funding eligibility for services. Enters patient information into appropriate computer programs. Admits patients by completing and processing required documentation and entering information into appropriate computer programs.
2. Operates a central switchboard, paging and telephone system, pneumatic tube system and related equipment, including performing various reception duties such as answering the telephone and routine inquiries from the general public.
3. Arranges and confirms appointments, including scheduling and booking outpatient appointments, adjusting arrangements and making follow-up appointments as required, in accordance with established procedures.
4. Ensures accuracy of data entered, including contacting physicians and/or other health care professionals for clarification.
5. Obtains patient signatures as required. Provides patients with routine information in accordance with established procedures, referring more complex inquiries to appropriate professional.
6. Receives patients' valuables for safekeeping and returns valuables in accordance with established policies and procedures.
7. Responds to fire alarm, disaster, security or other emergencies in accordance with established procedures.
8. Performs a variety of general clerical duties, as required, such as:
  - opening, sorting and distributing mail, both internal and external;

- typing and distributing technical and non-technical correspondence, documents and reports from written drafts, revisions or dictating machines;
- Creating, completing and utilizing various forms, spread sheets and documents;
- setting up and maintaining files and filing systems, including correspondence, data and statistics, and equipment and supply records;
- arranging shipment of various items, such as returning failed equipment;
- maintaining office supplies.

9. Acts as cashier by receiving payments and issuing receipts for non-insured health care services, patient bills and a variety of sundry accounts, as required. Balances cash drawer in accordance with established procedures and as required.

10. Performs other related duties as required.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Keyboard at 45 wpm
- Knowledge of medical terminology
- Operate related equipment
- Communicate effectively, both verbally and in writing
- Deal with others effectively
- Organize work
- Physically carry out the duties of the position