**Eastern Oklahoma Medical Center**

**Position Description**

**POSITON: Outpatient Admitting/Triage Date: January 2016**

**DEPARTMENT: Patient Financial Services/ Admitting Approval:\_\_\_\_\_\_\_\_\_**

**POSTION SUMMARY:**

**Admits patients for outpatient services.**

**POSITONS ACCOUNTABILITIES:**

1. Accurately admits all outpatients and pre-admit patients.

2. Admits patients within (5) minutes of presenting at admissions desk.

3. Responsible for obtaining prior authorization prior to treatment unless life of limb threatening.

4. Responsible for ensuring all patients signs the consent form.

5. Collects patients responsibility at time of service and makes appropriate notes in-patients financial record.

6. Answers telephone in a courteous manner.

7. Consistently strives to increase productivity, through innovative techniques.

8. Adapts to change in workload as necessary, continually uses time to the departments advantage.

9. Willingly performs assignments outside scope of classification.

10. Has a sound knowledge of all departmental policies and procedures.

11. Maintains a thorough knowledge of the computer system as it pertains to Admitting.

12. Attends and participates in continuing education consistent with requirements.

13. Establishes good rapport with patients and visitors, respecting patients right to privacy and confidentiality of information.

14. Responds to requests in a friendly and cooperative manner.

15. Handles telephone inquires with courtesy and accuracy.

16. Performs duties with minimal supervision.

17. Recognizes and performs duties which need to be performed, although not directly assigned.

18. Makes sound judgments based on factual information.

19. Does not abuse or take advantage of sick time, vacation, or tardiness, in punctual and observes work schedule.

20. Assists in other areas, as workload requires.

21. Performs all other duties assigned.

**Admitting Triage Job Duties**

1. All Emergency Department patients must be triaged by a Registered Nurse prior to registration by the Admitting Clerk

2. It is acceptable to obtain the patients name and chief complaint, the Admitting Clerk can enter the patient in the Emergency Department Log Book.

3. After obtaining the patient's name and chief complaint, the Admitting Clerk will immediately contact the Triage Nurse that there is a patient to be triaged.

4. After Triage by the nurse, the patient with be registered in CPSI.

5. There will be patients that present to the Emergency Department that must be taken directly to a bed. Those patients will be registered as quickly as possible by family or based on information provided by EMS.

6. In the event that there is a patient that requires STAT treatment and clinical staff need an account number immediately and can't wait on the patient to be registered, there has a been a group of "Emergency Accounts" created as John Doe and Jane Doe. Some examples would be:

* Code Stroke
* Hemorrhage (excessive bleeding)
* Heart Attack
* Code Blue
* Other severe conditions where nurse needs an account number immediately.

**POSITON QUALIFICATION:**

**Minimum Education** High School Diploma

**Minimum Experience** One (1) year preferred

**Required Licensure/Certification / Registration** N/A

**Skills**  Excellent communication skills typing, 10 key

computer, photocopy machine , fax machine,

and multi line phones.

**Physical Demands** Prolonged sitting, extensive use of computer,

some walking, and ability to lift 20 lbs.

**Working Conditions** Position is primarily sedentary. Generally

pleasant environment. Occasional pressure

due to contact with patients who are ill,

victims or crime, or trauma.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_

Admitting Supervisor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_