

## **ADMISSIONS CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent performs routine registration, data collection, and administrative tasks to admit patients at the Willow Point Rehabilitation & Nursing Center. Work involves completing the admission agreement, obtain insurance authorizations, and reviews admission process with prospective admissions. Work is performed under the general supervision of the Admissions Coordinator and/or a Supervising Nurse. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Communicates with hospitals, CASA, and adult care facilities regarding prospective admissions;  
Collects patient information, verifies insurance, and communicates with insurance companies;  
Maintains a current list of applicants;  
Reviews applications for admission;  
Interviews and evaluate prospective clients, and explains policies and procedures;  
Ensure that patient's rights are adhered to in the are of admissions;  
Arranges for tours for prospective residents and/or family members;  
Answers phone calls and relays messages to appropriate staff members;  
Greets patients and prospective patients in a friendly, professional manner;  
Provides excellent customer service;  
Collects and validates insurance and/or financial information;  
Reviews paperwork and obtains all necessary consents from patient and/or family;  
Follows all established policies and standards to preserve patient confidentiality, ensures data security, and complies with all applicable regulations.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the geriatric population and their caregivers;  
Good knowledge of medical terminology;  
Good knowledge of basic computer skills;  
Good knowledge of office terminology, procedures, and equipment;  
Ability to establish and maintain effective working relationships with County departments, hospitals, the community, and patients and their families;

## **ADMISSIONS CLERK-cont'd**

Ability to multitask and prioritize in a fast-paced environment;  
Ability to maintain a calm and professional demeanor under pressure;  
Ability to perform close detail work involving considerable visual effort and concentration;  
Ability to prepare and maintain neat and legible records  
Ability to communicate effectively both orally and in writing;  
Ability to follow oral and written directions;  
Ability to perform office record-keeping task with a high level of accuracy and attention to detail;  
Sensitivity to the reaction of others.

### **MINIMUM QUALIFICATIONS:**

- A) Possession of an Associate's Degree in medical office administration, office technologies, or closely related field and one year of clerical experience in a health-care setting; OR
- B) Graduation from high school or possession of an equivalency diploma and three years of clerical experience in a health-care setting; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

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Competitive