

MEDICAL UNIT CLERK

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class perform a wide variety of general and specialized clerical support tasks on a busy short-term or long-term care unit of a Skilled Nursing Facility. The incumbent has responsibility for ensuring patient records are filled out and accurate, managing discharge and admission documents, and patient history forms. The work of this class is distinguished from Clerk by the greater complexity of tasks, the medical knowledge required, the responsibility for maintaining accurate medical records. The work is performed under the general supervision of Health Information Administrator with the leeway allowed for the exercise of independent judgment in selecting the best of several prescribed alternatives regarding clerical operations in a Nursing Home Setting. Does related work as required.

TYPICAL WORK ACTIVITIES:

Maintains accurate and up-to-date patient records, including medical history, test results, and treatment plans;
Follows security measures to ensure patient confidentiality;
Schedule appointments and procedures for patients, ensuring that all necessary paperwork and documentation is completed;
Initiates and coordinates transportation approvals and schedules;
Systematically monitors patient charts for accuracy and completeness;
Acts as a focus of communication within the unit, receives, screens, coordinates, and transmits messages, including technical patient care data on a stat basis, to and from nurses, physicians, and other ancillary departments within and outside of the facility.
Responsible for ensuring each resident has an identification band and maintains residents photos within the Electronic Medical Record (EMR) to assure accuracy;
Scans and files all incoming clinical information into the hybrid (paper & electronic) medical record;
Tracks and schedules routine labs, receives and communicates lab results to physicians and nursing personnel;
Prepares paperwork for admissions, discharges, transfers, and referrals;
Answers telephones at nursing station and takes messages or provides information with discretionary regard for rules and patient confidentiality;
Thins medical records in accordance with the written policy and procedure, files in chart order in the in-house overflow file;
Maintains various nursing lists, schedules, and assignments sheets;
Maintains a clean and organized nursing station, stock forms and clerical supplies on the station;

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Submits work order requests and coordinates equipment maintenance and repairs;
Assists family, visitors, etc. as needed and appropriate.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern clerical practices and procedures;
Good knowledge of health care organization, procedures, and services;
Good knowledge of medical terminology;
Good knowledge of the general functions of the Nursing Home;
Working knowledge of basic patient chart procedures and medical record systems;
Ability to recognize and spell medical terms;
Ability to prioritize conflicting tasks while working under stressful circumstances with multiple distractions;
Ability to prepare a variety of records and reports;
Ability to communicate effectively both orally and in writing;
Ability to establish and maintain effective working relationships with all levels of medical, professional, administrative and support personnel contacted in the course of work;
Confidentiality; Compassion; Dependability; Professionalism.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diplomas and three years of clerical experience in a medical setting or long-term care facility.