



Job Code: 0901
Grade: X14-T743
HCWR: N

Job Title
Ward Clerk Provident

Department
Nursing

Job Summary

Coordinates unit activities by acknowledging, processing, and communicating the therapeutic and diagnostic orders of the medical, nursing, and allied health care providers to enhance the unit operation and organization. Assists in maintaining patients' records according to the required guidelines. Functions as a receptionist, unit clerk and indirect patient care provider. Assists in maintaining a clean, safe and orderly environment for patients, visitors and staff.

Typical Duties

- Functions as a receptionist in the assigned area of duty.
- Receives, greets and direct patients, visitors and hospital personnel in a friendly and courteous manner.
- Provides and/or assists to obtain accurate information for patients, visitors and staff.
- Participates in controlling traffic and safety in the area by checking visitors pass and hospital ID of employees.
- Receives and directs telephone calls accurately and appropriately. Always upholds telephone etiquette and policies as directed by the hospital. (Identifies name and area of work at all times).
- Records and delivers messages accurately and in a timely manner.
- Upholds and respects patients and staff right to privacy in providing information.
- Provides direction during emergency situations.
- Works cooperatively with co-workers, nursing personnel, physician and supervisors to provide quality care for patients.
- Upon request, contacts hospital personnel to provide service for patients, unit or staff (security, minister, social worker, transport).
- Notifies appropriate services and personnel regarding admissions, discharges, transfers and other information as specified by the unit/hospital policy or by the supervisor.
- Provides clerical support for the smooth and effective operation of the assigned area of work.
- Maintains patient chart in a sequential and proper order as prescribed by the hospital/unit policy.
- Files reports and test results in a timely manner.
- Prepares charts for medical records upon discharge or death of patients.
- Transcribes physician lab and diagnostic orders appropriately and notifies the nursing staff regarding special procedure schedule and specimen collection.
- Obtains patient identification labels.
- Maintains and keeps current unit work sheets, registry logs and other log books such as admission, discharge, bed assignments, etc.
- Maintains accurate daily and monthly statistical reports.
- Schedules outpatient appointments and outside agency referrals for patients.
- Enters all necessary dates in a timely manner in computerized medical record regarding



Typical Duties

- patient admission, transfers, discharge, bed assignments, etc.
- Maintains computer and printer in proper working condition.
- Reports equipment/computer breakdown to the appropriate personnel in a timely manner.
- Cooperates and contributes, as requested by supervisor, with a wide variety of activities to assure the smooth and effective operation of the unit and to provide quality patient care.
- Assists in providing patient care in an indirect way.
- As needed, may check and record patients clothing and valuables upon admission. o Assures that every patient receives an I.D. bracelet.
- Provides instructions to patients and visitors regarding rules and regulations of the unit/hospital and other information as specified by the hospital policy.
- Assists in orientation of new personnel to the unit/division or hospital including, medical, nursing and clerical when appropriate.
- Establishes work priorities, continuously, to address routine and emergency situations.
- Completes assignments in a timely manner and performs duties independently.
- Attends mandatory annual education.
- Communicates all pertinent patient care and unit information to nurse coordinator and charge nurses.
- Keeps abreast with emergency procedures (fire drills, internal and external disaster plans and contributes efficiently during such times)

Minimum Qualifications

- High School Diploma or GED equivalent
- Six (6) months of clerical experience in a hospital or a health related field
- Must type at a corrected rate of 25 words per minute

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of medical terminology
- Strong interpersonal skills
- Written and verbal communication skills
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing duties
- Emergency response skills
- Knowledge of common office machines including but not limited to computer, keyboard, copier, fax machine and calculator



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.