



**Job Code:** 0927  
**Grade:** X16  
**HCWR:** N

**Job Title**  
Administrative Aide

**Department**  
Patient Care Services

**Job Summary**

Under the supervision of the manager/supervisor. The administrative aide will be responsible for organizing and maintaining the clerical operations and needs of the unit/division. The administrative aide functions as the customer service representative to patients, nurses, physicians, correctional officers and other Cermak employees. Maintains the integrity of the medical record and provides clerical and administrative support tasks for patient care provider(s). Supports the philosophy, goals, and objectives of Cermak and the Patient Care Services Department

**Typical Duties**

- Answers the unit telephones, documents and relays the message to the appropriate person in a pleasant, courteous and effective manner.
- Possess knowledge of basic math, medical abbreviations and medical terminology.
- Transcribes medical orders from chart, and prescriptions to medication administration records and gives
- the orders to nursing for verification and noting (in inpatient areas).
- Under supervision, may schedule patients for sick-call (unit/division specific). Assembles patient medical records, maintain proper order of records within chart holder and clerical duties required by patient's admission, transfer, discharge or death.
- Routes charts when patients are transferred or discharged following unit/division procedures.
- Utilizes CIMIS as needed (i.e. diet entry, location verification, etc.).
- Demonstrates flexibility and tolerance for healthcare and care delivery changes.
- Assist provider staff to maintain inventory and supplies.
- Maintain a stock of forms for use and picks up supplies as needed.
- Xerox forms as needed.
- Runs errands as needed to other departments, i.e. Lab, X-ray, ER. etc. (unit/division specific).
- Completes unit data collection and statistical report from the data collected by the provider staff (unit/division specific) after review by manager.
- Keep unit Daily Log updated with admissions, discharges and transfers (unit/division specific).
- Helps maintain a safe and clean working environment.
- Check patient charts for putting in additional chart forms (with patient stamp embossed on form - unit/division specific).
- Participates in QA Audit for unit.
- Assist new personnel in orientation to environment.
- Notifies supervisor of division activity/problems in a timely manner.
- Adheres to dress code policy. Dresses in a neat, clean and professional manner.
- Ensures the efficient running of the unit/division.
- Assist provider with documentation, equipment and communication during emergency situation.



### **Typical Duties**

- Notifies new unit/division of patient transfer, med orders, next sick call/clinic appointment if documented.
- Demonstrates a positive attitude and openness to constructive feedback.
- Appropriate in interaction with others.
- Documentation is clear, appropriate and concise.
- Punctual and in regular attendance.
- Compliant with facility policies.
- Compliant with Corporate Compliance and HIPPA policies and guidelines.
- Communicates concerns/needs to management and administration in an open, clear and positive manner.
- Transports patient's medical records, lab requisitions between departments.
- Other duties as assigned.
- The duties listed are not set forth for purposes of limiting the assignment or work. They are not to be constructed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

### **Minimum Qualifications**

- High School Diploma or GED equivalent
- Work experience in a healthcare environment to include medical terminology

### **Preferred Qualifications**

- NA

### **Knowledge, Skills, Abilities and Other Characteristics**

- Ability to work under pressure.
- Skilled in the use of office equipment and machines needed.
- Good Organizational skills
- Numerical ability to make accurate computations on patient related and unit data
- Computer experience would be beneficial.
- This position will report to the Director of Patient Care Services or designee of the assigned division/unit.

### **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.**