

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 4828
Grade: CF
FLSA: Non-Exempt

Standard Job Description

Job Title
Ward Clerk

Department
Nursing

Job Summary

The Ward Clerk provides clerical support to the health care team, patient, family and visitors of John H. Stroger, Jr. Hospital. Contributes to the operation which enhances the efficiency and communications of the unit. Promotes a positive customer-focused environment.

Typical Duties

1. Performs receptionist activities

- a. Receives, greets and directs patient, visitors and hospital personnel providing accurate responses in a friendly and courteous manner.
- b. Checks visitor's passes.
- c. Receives, places and transfers telephone calls using good telephone etiquette.
- d. Records, communicates and delivers messages accurately and timely to the appropriate person.
- e. Provides accurate information in a concise, informative manner respecting patient's right to privacy.
- f. Observes hospital and unit policy in assisting and directing patient, staff and visitors.

2. Communicate with courtesy

- a. Notifies Admissions Office of all admissions and transfers upon arrival.
- b. Remains calm, reassuring and able to provide directions during emergency situations, STAT request and orders.
- c. Established good rapport and working relationships to foster interdepartmental communications necessary for the delivery of patient care.
- d. Works in cooperation with co-workers, nursing personnel, physicians and supervisory staff.
- e. Pages and locates physicians and other hospital personnel upon request, which may include but not limited to Ancillary services: Chaplain, Hospital Police, Interpreter, Social Workers and others.
- f. Answers telephone and provides general information; refers questions, which cannot be answered, to the appropriate personnel.
- g. Notifies appropriate physicians and nurses of the arrival of new admissions and/or transfer.
- h. Notifies Patient Information Desk regarding patients that are on the Visitor Restriction List and in emergency situations (i.e. Code Blue).
- i. Notifies Environmental Services to clean patients' room after discharge or death, as needed.

A handwritten signature in black ink, appearing to read 'AC/Jan', located at the bottom right of the page.

3. Performs Clerical Functions Efficiently

- a. Maintains appropriate level of forms, material and supplies in an organized manner, and have prepaid charts for downtime procedures.
- b. Maintains patient chart in an appropriate and sequential order with each patient label affixed to medical record appropriately.
- c. Prepares the chart for Medical Records upon transfer, discharge or expiration of the patient.
- d. Initiates and accurately maintains identifying information on all paper Medical Record forms.
- e. Transfer, checks, and notifies Registered Nurse for Advanced Directives and General consents, provides Patient Handbook to patient or family, upon admission.
- f. Utilizes patient label/sticker appropriately and accurately as indicated in policies.
- g. Maintains and keeps current Medical con-call binder, admission and discharge log book, census work sheets and snapshots as transaction occurs.
- h. Completes, organizes, and records pertinent information on all admissions, transfers and discharge forms with accuracy and timely.
- i. Maintains and completes the Daily Monthly Activity Log Sheet
- j. Conducts walking rounds at least every four (4) hours and as needed to ensure accurate:
 - Census/"head" count
 - Patient's ID band
 - Vacant beds
- k. Schedules out-patient appointments through Cerner – Central Appointment System.
- l. Maintains accurate daily/monthly statistical reports.
- m. Affixes zebra labels to lab, radiology, other tests or reports to patient's medical record in a timely manner.
- n. Conducts appropriate follow-up for:
 - Late trays
 - Late transport
 - Patients failing to return from tests, procedures etc.
- o. Provides patient with a copy of the Patient Handbook.
- p. Checks, completes and forwards valuables to the Custodian/Cashier and places a copy of Clothes and Valuables Form #1174 on the patient's medical chart, upon admission, if applicable.
- q. Retrieves patient's valuables per policy from Cashier if requested.
- r. Ensures that Patient I.D. bracelets are correct (right location name and Medical Record number) and compare with patient census list as beginning of shift, upon admission, transfer and at end of shift.
- s. Handoffs process – At the end of each shift, handoff communication process should occur to discuss total census on unit, admissions, discharges, deaths, elopements or transfers in / out.
- t. Facilitates patient's diet orders of requested.
- u. Assists in orientation of new personnel and other unit clerks.
- v. Sets priorities in work (i.e. admission, discharge, transfer/emergency situations).
- w. Prepares medical records for Medical Record Department pick-up and census worksheet completed by end of each shift, if discharging from a remote location.
- x. Removes all discharges from Cerner System at least 30 minutes after patient has left unit.

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4. Performs Computer Functions

- a. Enters all discharges including AMA, abscond and death data in the computer in an accurate and timely manner.
- b. Verifies census and reconciles snapshots from Cerner patient printed list at specified time or as needed.
- c. Schedules post hospitalization appointments as indicated.
- d. Performs data entry in Cerner/Teletracking, OB QS Prenatal System.
- e. Enters and/or updates Medical -- Surgical Services and color codes when appropriate.
- f. Performs routine cleaning of Wyse terminals, keyboard and printer.
- g. Reports any computer, printer problems and/or breakdown to HIS Help Desk posts work order number on broken items.
- h. Replenishes/replaces computer mouses, toner, other devices or supplies as needed.
- i. Checks and reports for safety hazards on all equipment, e.g. frayed cords, loose connections etc.

5. Demonstrate awareness of Patient / Family Rights

- a. Ensures privacy and confidentiality is maintained in all patient related information.
- b. Treats patient and family with respect, courtesy and dignity.

6. Other Related Performance Standards

- a. Attends and performs annual mandatory class/competencies as required.
- b. Demonstrates punctuality upon reporting to assigned/re-assigned unit.
- c. Maintains good attendance record.
- d. Adheres to hospital dress code.
- e. Aware / follow emergency procedures, fire drill, evacuation procedures and internal/external disaster plan and procedures.
- f. Adapts to changes in workload in a professional and courteous manner.
- g. Cooperates in implementing changes and activities to improve patient care.

Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED Equivalent
- One (1) year of clerical experience
- Basic computer skills
- Must be able to type 25 word per minute

Preferred Qualifications

- Patient care experience
- Bi-lingual English / Spanish
- Knowledge of medical terminology

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal skills
- Prompt emergency response skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to meet deadlines in a fast paced and stressful environment



Knowledge, Skills, Abilities and Other Characteristics continued

- Ability to make appropriate and timely decisions
- Ability to adhere to department policies and standards utilizing best practices incorporating the use of electronic health record (EHR)
- Ability to follow Health Insurance Portability and Accountability Act (HIPAA) standards
- Ability to meet appropriate confidentiality standards for protected health information (PHI)

Physical/Environmental Demands	
<p>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 practices; following PPE requirements, hand washing and sanitizing practices, following department specific engineering and work practice controls and any other work safety precautions as specified by hospital wide policy and department procedure.</p>	
Type of Working Conditions	<p>Bed, lift, push and pull to 35 lbs. Walk / stand for prolonged periods 8-12 hr. duration. Use legs, hands and all fingers for performance of assigned duties. Demonstrates physical coordination. See normally w/wo corrective lenses. Hear normally w/wo assistive device. Tolerate protracted / irregular hours of work. Tolerate exposure to unpleasant noise, odors, and extreme temperature fluctuations.</p>
Equipment used:	<p>Equipment used in routine clerical functions.</p>

Physical Demands Summary									
Activity	Frequency				Activity	Frequency			
	N	O	F	C		N	O	F	C
Life/Carry:									
10 Lbs. or less			X		Twist/Turn		X		
11-20 Lbs.			X		Climb		X		
21-50 Lbs.			X		Crawl		X		
51-100 Lbs.	X				Reach above Shoulder		X		
100+ Lbs.	X				Reach Outward				X
					Handling/Fingering				X
Push/Pull:					Stand				X
12 Lbs. or less			X		Walk				X
13-25 Lbs.			X		Sit				X
26-40 Lbs.			X		Bend		X		
41-100 Lbs.			X		Squat/Kneel		X		
Drive:					Type/Keyboard:				X
Automatic	X				Visual Requirements:				X
Standard	X								
Other:									
<p>Key: N – Never, O – Occasional 1-33% of time, F – Frequent 34-66% of time, C – Constant 67-100% of time</p>									

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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.

Approval:

[Legibly Print Name & Title of Person Approving the JD]

Date

Approval:

Alexia Cuello

[Signature of Person Approving the JD]

2/17/16

Date

Approval:

Gladys Lopez
Chief of Human Resources

Date