

responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance.

Evaluation
1. Register patients accurately and in a timely manner making sure all information is correct, insurance is verified at the time of registration and all applicable signatures are obtained.
2. Collect applicable co-pays/co-insurance/deductibles, post payments, give receipts, make change, give applicable discounts, notify correct employees to post discounts and balance daily batch.
3. Greet each patient and visitor courteously and respectfully.
4. Directs patients and visitors to appropriate areas obtaining assistance from fellow employees for those patients and visitors that are unsure of where they need to go within the hospital.
5. Obtain assistance for patients and visitors needing special help.
6. Answer switchboard promptly and courteously following all protocols set up with transferring calls to departments.
7. Monitor patient wait times both before and after registration keeping them notified of any delays and waits.
8. Utilize the instant messaging system to speak with registration staff and other departments regarding patients.
9. Consistently demonstrates a positive attitude. Fosters teamwork by offering assistance to others. Acknowledges and responds tactfully to all request. Shows consideration in interaction with patients, family and other healthcare team members by demonstrating listening skills and cooperation. Communicates and interacts with others in a professional, responsible, cooperative, and positive manner at all times.
10. Prepare for registration day by opening blinds and doors, opening mailroom, turn on lights, verifying wheel chair availability, supplies, count and prepare petty cash drawer and print daily schedules.
11. Adheres to and promotes the established values of the organization, i.e., customer service, safety, compliance standards and all others.
12. Monitor Vendor presenting to DCH, directing them to sign into the electronic sign in system and notifying departments when they have a vendor to see them.
13. Monitor alarm control center, radios and loading dock camera notifying applicable staff of any problems.

Registration Clerk– Physical Demands

	Nvr 0 %	Rare 1-5	Seld 6-19	Occas 20-33	Freq 34- 66	Cont 67- 100		Nvr 0 %	Rare 1-5	Seld 6- 19	Occas 20-33	Freq 34- 66	Cont 67- 100
LIFT							PHYSICAL ACTIVITIES						
1 - 10 lbs.				10#			Balancing	x					
11 - 20			20				Bend/Stoop				x		
21 - 35		35					Twisting				x		
36 - 50	50						Crouch/Squat				x		
51-65	65						Kneeling				X		
66-75	75						Crawling		x				
CARRY							Sitting						x
1 - 10 lbs.				10#			Standing				x		
11 - 20			20				Walk-Level					x	
21 - 35		35					Walk-Uneven		x				
36 - 50	50						Climb Stairs				x		
51-65	65						Climb Ladder		x				
66-75	75						Reach Over shlder				x		
PUSH							Reach-at or below shlder					x	
1 - 10 lbs.				10#			Pushing				x		
11 - 20				20			Pulling				x		
21 - 35				35			Lifting			x			
36 - 50				50			Use Arms						x
51-65				65			Use Wrists						x
66-75				75			Use Hands						x
PULL							Grasping						X
1 - 10 lbs.				10#			Fingering						X
11 - 20				20			Foot Control	x					
21 - 35				35			Repetitive motion wrists/hands/fingers						x
36 - 50		50					Talking						X
51-65	65						Hearing						X
66-75	75						Vision						x
							Tasting/Smelling	x					
							Feeling	x					

Physical Requirements:

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including **the** human body. Involves sitting most of the time.

Working Conditions:

The worker could be exposed to body fluids if meeting a patient at the emergency room entrance, in the absence of a nurse.

Visual Acuity Requirements:

Clerical, Administrative: This work deals largely with preparing and analyzing data and figures, accounting, transcription, and computer terminal, extensive reading.

Intellectual and Emotional Requirements:

1. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
2. Adaptability to influencing people in their opinions, attitudes, or judgments about ideas or things.
3. Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
4. Adaptability to dealing with people beyond giving and receiving instructions.
5. Adaptability to performing repetitive work, or to performing continuously the same work, according to set procedures sequence, or pace.
6. Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations.
7. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without the loss of efficiency or composure.