

Position Title: Customer Service Representative
Department: Emergency Department/Hancock Surgery Center
Pay Rate: Depends on experience

Job Summary:

The Emergency Department Customer Service Representative (CSR) is responsible for clerical duties in the treatment area of the Emergency Department and certain clinical aspects of direct patient care under the direction and supervision of the professional nurse in charge, within limits of competency and certifications. The Emergency Department CSR performs a variety of customer relations and guest services tasks in the Emergency Department. The CSR maintains clinical and professional competency as appropriate to the ages, developmental stages, and special needs of the Emergency Department patient. He/She must meet job requirements with attention to varied age groups, including infants, children, adolescents, adults and elderly. The Hancock Surgery Center Customer Service Representative (CSR) is responsible for Admission/Registration duties. The HSC Department CSR performs a variety of customer relations and guest services tasks in the HSC Department. The CSR maintains clinical and professional competency as appropriate to the ages, developmental stages, and special needs of the HSC Department patient. He/She must meet job requirements with attention to varied age groups, including infants, children, adolescents and elderly.

Essential Job Functions:

The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Accurately completes log on computer with no more than 3 documented deficiencies per year. Correctly places requisitions on computer as evidenced by no more than 3 documented errors per year. Correctly collects monies as indicated by the business office, completes receipts, totals collections and deposits to CMH (HSC only). Processes admissions, transfers, discharges, correctly with no more than 3 documented errors per year. Request MR daily. Assembles patient charts places documents in assigned pockets as indicated. Assumes direct patient care responsibility as assigned by the charge nurse and within the limits of training and demonstration of competence in handling the task. Patient care may be performed by EDT/Secretary with NAI or NA-II certification. Checks OR schedule on computer 3x daily. Makes changes as needed. Informs OR of next day schedule changes (HSC only). Answers telephone, takes and delivers messages; refers calls to appropriate persons or departments. Takes call as indicated for schedule change. Relieves the professional person of clerical and non-technical duties whenever possible; transports, retrieves information, old charts, lab data, etc. Instructs, directs and/or accompanies patients and visitors as appropriate for them or finds someone who can. Serves as liaison between patient, family members, emergency department or the OPD, PM, and AIC departments and the hospital in the resolution of patient concerns. Makes frequent rounds of emergency department treatment areas or HSC waiting areas, offering assistance and comfort services to family members and patients. Keeps patient and family informed regarding delays in treatment and status of treatment. Makes follow-up phone calls to patients (ED). Makes phone calls to patients regarding changes in schedule/arrival times (HSC). Completes required records and reports. Maintains a neat, clean work environment. Acts as public relations agent for the ED or HSC: greets patients, physicians, staff, family members, etc.; answers questions for them or finds someone who can. Functions as a cooperative and active member of the ED or HSC team. Observes patient's conditions and reports any changes noted, unusual signs or symptoms to the nurse on duty. Attends 75% of unit staff meetings. Actively participates in at least two of the following: Department/Hospital/Unit Committee, Preceptor, Hospital sponsored events, Educational presentation within hospital/community. Maintains open links of communication with employees and all levels of CMH clients. Collaborates with co-workers to establish/accomplish unit and department goals. Organizes patient and clerical care to complete work within allotted time frame and prioritizes efforts to address changing needs of unit. Prudent use of budgeted resources (staffing, patient charges, over-time and changing of equipment). Meets Caldwell Memorial Hospital attendance requirements. Recognizes the value of continuous professional growth and development.

Education and formal training:

High school graduate or equivalent. Medical terminology class desired. CPR certification mandatory. CMH unit secretary course desired. Notary Public desired. NA-I certification for patient care activities.

Work Experience:

Previous work experience in a medical related field desired.

Knowledge, skills, and abilities required:

Ability to follow directions accurately. Appreciation of and a desire to be part of the health care team dedicated to providing optimal care. Must be able to spell. Must have visual acuity and reading ability in order to read and transcribe physician orders and utilize other charting materials.

Physical Requirements:

Requires full range of body motion, including handling/lifting patients, manual/finger dexterity and eye-hand coordination. Requires corrected vision/hearing to normal range. Requires standing/walking/sitting for extensive periods of time with bending, stooping, stretching. Frequently lift/carry patients and/or items weighing 50 pounds or more. Requires working under stressful conditions and working irregular hours, frequent exposure to communicable diseases and body fluids, toxic substances, ionizing radiation, medicinal preparations and other conditions common to an emergency environment. Requires emotional stability to remain calm and efficient in emergency situations.