

JOB DESCRIPTION

This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.

Job Title: Floor Clerk		Date: May 21, 2009	
Cost Center #: Various	Cost Center Name: Nursing Units	Reports to (first level): Nurse Manager	2nd level of Supervision: Assistant Hospital Director for Patient Care

1. JOB SUMMARY & SCOPE:

Attend nursing station and provide clerical and reception support to clinical staff to ensure the efficient management of a unit. Demonstrate good organizational and interpersonal skills. Coordinate with other departments at the medical center to ensure the smooth and proper functioning of the unit. Accountable for charging patients accurately. Abide by Joint Commission International (JCI) requirements, including but not limited to International Patient Safety Goals, national and international standards, as well as Magnet values and initiatives. Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the Nursing Services Department.

2. JOB COMPETENCY PROFILE:

- **Client Focus:** Build positive client Relations
 - Assist in receiving and greeting unit visitors in courtesy, including providing them with relevant information and directing them appropriately.
- **Accountability:** Independently complete routine task until successful completion
 - Work according to established standards of care and practice
- **Organization Awareness:** Understand Formal Structure of AUBMC and apply internal policies and procedures.
 - Maintain and respect confidentiality of patient information at all times
 - Adhere to all regulatory policies and procedures of AUBMC and the Nursing Department
- **Initiative:** Recognize and address current issues proactively
- **Communication skills:** Foster two-way communication by listening and responding to people's inquiries and concerns
 - Communicate effectively with patients, visitors, nurses, physicians and other members of the health care team
- **Safety and Health Management:** Understand and comply with health and safety policies and procedures
 - Assume responsibility for meeting JCI required mandatory education, e.g., fire, safety, infection control and others
 - 20 hrs of training required per year
- **Professionalism:** Demonstrate positive professional image
- **Attention to detail:** Achieve thoroughness and accuracy when accomplishing a task
 - Enter patients' charges on the system accurately and securely
 - Requests unit's daily store accurately and securely
- **Team Skills:** Teamwork/Collaboration

- **Planning and organizing:** Prioritize and coordinate plan for others' work
 - Coordinate with other departments at the medical center to ensure the smooth and proper functioning of the unit
 - Follow-up with nurses on patient charges to maintain availability of chargeable items in the unit stock and avoid loss of replenishment
 - Keep nursing station tidy
 - Place requisitions to secure unit and nursing station requirements, monitor utilization of supplies and stock them in an organized manner
 - Answer intercom promptly and relay message to the right person
 - Answer and re-direct telephone inquiries promptly and ensure the appropriate person is contacted
 - Schedule future appointments for patients before discharge or procedure
 - Prioritize work and provide prompt and efficient service
 - Inform doctors about new admissions
- **Information and Records Administration:** Process and update information in accordance with defined timeframes, guidelines and procedures
 - Ensure all appropriate and necessary documentation for admissions, transfers, and discharges is completed in a timely manner
 - Ensure proper and complete documentation of patients' identification on the medical records sheets
 - Get patients charts from medical record upon admission and/or request.
 - Keep patient chart current and file reports appropriately
 - Prepare routine forms needed for various activities such as store requisitions and patient daily reports
 - Send specimens to laboratories with appropriate requests and labels, and check if they are recorded and signed by the receivers
 - Perform filing and other duties as required
 - Use bar-coded labels appropriately
 - Fill patient charge slips accurately for all chargeable items
 - Prepare and maintain accurate records of patient charge cards
- **Stress Management:** Ability to work under pressure
- **Computer skills:** Using a personal computer and related applications to convey and retrieve information in databases
 - Proficient in Microsoft Office (word processing, spreadsheet and database software)

3. KNOWLEDGE:

- Knowledge of medical terminology
- Patient chart records
- Hospital practices

4. PRINCIPAL WORKING RELATIONSHIPS:

- Frequent contact with work associates, hospital, medical staff and patients
- Regular contact with visitors and patients' relatives during visiting hours

5. CONSEQUENCES OF ACTIONS OR DECISIONS:

- Promotion of Nursing department objectives (patient centered care, quality improvement, patient satisfaction, Professional Practice Model, service excellence, staff competence, Magnet values etc.)

6. SUPERVISORY RESPONSIBILITY:

- None

7. PHYSICAL EFFORT:

- Require standing, walking, sitting, and carrying light to medium weight materials

8. WORKING CONDITIONS:

- Require exposure to communicable diseases, bodily fluid, toxic substances, medicinal preparations, radiations and other conditions common to a hospital environment.
- Require ability to work on shift rotation basis
- Require ability to respond to absentee replacement on short notice

9. MINIMUM JOB REQUIREMENTS:**Education:**

Minimum Education: Bac II and on the job training

Preferred Education:

Field of Expertise: Clerical work in a hospital environment

Experience:

Minimum Experience:

Preferred Experience:

Languages:

Minimum Languages: Arabic and English (IET score ≥ 500)

Preferred Languages: French is an asset

Compiled By: HR Generalist Date: May 21, 2009	Approved by (Dep Hd, Chairman): Date:
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HR Director's Authorization: Date:

Supersedes Description: Title: Grade: Date: September 2007	Job Code: Job Grade: Date:
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