

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Admissions Clerk

Class Code: 20720

Pay Grade: GE

A. Purpose:

Conducts admissions procedures for patients or inmates being admitted to a psychiatric, chemical dependency, or prison facility to ensure that required information and legal paperwork are correctly obtained and proper commitment procedures are followed.

B. Distinguishing Feature:

Admissions Clerk obtains required information from patients or inmates being admitted to a human services and prison institution and verifies that legal requirements are met. The secretaries in the medical records office transcribes assessments, attends treatment team meetings, and types information to be placed in patients' medical records.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Completes admissions procedures to ensure patients are properly admitted to the institution.
 - a. Reviews legal paperwork, determining if necessary forms are present and correctly completed.
 - b. Interviews patient to obtain needed information.
 - c. Enters patient information into computer system.
2. Takes pre-admission calls to ensure proper procedures are followed.
 - a. Uses appropriate questionnaire to determine admission type.
 - b. Advises caller of legal requirements for each type of admission.
 - c. Refers caller to medical personnel if a medical issue is apparent.
 - d. Contacts County law enforcement, county boards of mental illness, registrar, or other staff as needed under particular circumstances.
3. Documents patient belongings to ensure protection from loss or theft.
 - a. Inspects and inventories items in patients' bags, purses, and pockets.
 - b. Removes items that are potentially dangerous or not allowed on the unit.
 - c. At time of discharge, ensures items placed in storage are retrieved and accounted for.
4. Assists with unauthorized leaves to ensure the patient's safe return.
 - a. Calls necessary authorities.
 - b. Retrieves pertinent information from computer system.
5. Performs miscellaneous support duties to provide assistance to hospital staff.
 - a. Transcribes correspondence, nursing assessments, and other reports.
Edits documents for spelling, grammar, and clarity.
Routes completed documents for signature and places in patient's medical records.
 - b. Greets public and answers telephone calls, answering questions or referring to appropriate staff.

c. Gathers, compiles, organizes, and analyzes information necessary to prepare reports.

6. Performs other work as assigned.

D. Reporting Relationships:

The incumbent does not typically supervise.

E. Challenges and Problems:

Challenged to learn all the legal requirements for the various types of admissions. This is difficult because the legal documentation provided by each court, county, or tribe is often in varying format, requiring the incumbent to read and thoroughly understand the intent of the document. The incumbent is further challenged to remain calm and deal tactfully with the patient in a stressful situation. Removing a patient's belongings or not allowing them to be taken to the unit can produce anger and hostility from the patient.

Typical problems include legal papers that are not complete or are incorrect, removing patient items that are restricted or not allowed on the unit, encouraging law officers or people escorting the patient to remain in the area during the admission process, uncooperative patients, or patients who try to run away during the admissions process.

F. Decision-making Authority:

Decisions made include determining if the legal paperwork accompanying a patient is complete and accurate, which patient belongings can be sent to the unit, and whether a patient's behavior is a safety issue.

Decisions referred include whether or not to admit a patient and allowing questionable items to be taken to the unit.

G. Contact with Others:

Daily contact with hospital staff, law enforcement, patients and their families in regard to admissions; and frequent contact with county board of mental illness chairpersons to discuss legal documents.

H. Working Conditions:

Works in the admissions office of a psychiatric hospital or prison. Incumbent has contact with psychiatric patients or inmates who are often uncooperative, hostile, and unpredictable. Some lifting of patient luggage and belongings is involved.

I. Knowledge, Skills and Abilities:

Knowledge of:

- legal paperwork and procedures for the admissions process;
- medical terminology;
- transcription and word processing;
- diagnosis and proper admission;
- record keeping practices.

Ability to:

- deal with psychiatric or chemically dependent patients;
- deal with inmates;
- remain calm and tactful in stressful situations;
- operate computers and office machines;
- maintain, review, and analyze medical records;
- communicate information clearly and concisely;
- manage and prioritize multiple tasks.