## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family:	Clerical	Class Series:	Admitting
Grid:	17 (awaiting final determination)	Class Title:	Clerk IV (A), Admitting (Out-Patient Booking)

## I. Level Definition

Positions at this level determine out-patient appointment priority and schedule and book out-patient appointments. May supervise one or two designated Admitting staff.

## II. Typical Duties

- (1) Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.
- (2) Schedules and books out-patient appointments for an out-patient area by receiving appointment requests, making follow up appointments, adjusting arrangements in accordance with patient and facility requirements and assigning to the appropriate time, date and location.
- (3) Contacts appropriate area such as doctor's office, patient, nursing unit to confirm appointments.
- (4) Supervises one or two designated admitting staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (5) Performs other related duties as assigned.

## III. Qualifications

(1) Education, Training and Experience

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

- (2) Skills and Abilities
- (i) Ability to keyboard at 45 w.p.m.
- (ii) Knowledge of medical terminology
- (iii) Ability to communicate effectively both verbally and in writing.
- (iv) Ability to deal with others effectively.
- (v) Physical ability to carry out the duties of the position.
- (vi) Ability to supervise.
- (vii) Ability to organize work.
- (viii) Ability to operate related equipment