

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 2506100***

**Nursing Station Clerk 1, Grade 7**

Brief Description of Class

Nursing Station Clerks 1 perform a wide variety of routine clerical duties in inpatient clinical settings where there is frequent contact with patients, families, physicians, and ancillary professionals. Incumbents of these positions greet visitors and direct them to appropriate locations; answer telephones; perform data entry activities; maintain daily and clinical logs; prepare, update, and maintain patient charts and files; fill out medication tickets and pharmacy requisitions; mail patient letters; and deliver supplies and records to an assigned unit.

These positions are classified at the State University of New York (SUNY) Teaching and Research Center Hospitals and the NYS Veterans' Homes operated by the Department of Health (DOH). Incumbents in these positions perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

Distinguishing Characteristics

*Nursing Station Clerk 1*: full performance level; independently performs the full range of duties associated with the class.

Related Classes

Office Assistants 1 perform entry-level clerical and office support work, including processing transactions and maintaining records in a variety of organizational settings. Any given assignment may encompass a broad or narrow range of activities.

Hospital Patient Services Clerks perform a wide variety of routine clerical duties in outpatient hospital/clinical settings where there is frequent contact with patients and their families (e.g., admissions; Emergency Room; billing; etc.). Incumbents interview patients to obtain financial information, medical data, and personal histories; arrange and schedule appointments; explain appointments and hospital procedures to patients; direct patients to the appropriate locations and coordinate with various hospital departments to ensure efficient patient flow;

arrange patient transportation for hospital admissions; ensure the safe handling of patient valuables; issue information for birth and death certificates; and accept and process patient payments.

### Illustrative Duties

Patient registration.

- Greet patients and check them into the computer system.
- Verify patient demographic and financial information to ensure that a billable account is established; edit and correct registration errors.
- Generate paperwork; and review pertinent information with patient.
- Notify nursing personnel or provider of patient arrival.
- Orient patient and/or family to unit by providing general information regarding the room, unit, and hospital; and serve as a contact person to patients and families.
- Pull and file patient charts; and maintain records.

Appointment scheduling.

- Obtain patient information for demographics, referrals, insurance, and authorization information.
- Schedule appointments per specialty practices and obtain previous medical records as needed on behalf of patients or at staff request.

Answer telephones and take accurate messages.

- Communicate patient problems and needs to appropriate representative.

Patient checkout/discharge.

- Make referral and/or return appointments in computer system.
- Obtain insurance authorization for visits and tests on behalf of patient.
- Enter lab and radiology procedure requests into computer system, provide line charge entry and encounter ticket coding, and reconcile and edit charge entries.
- Provide patient escort as needed.
- Assist in collection of insurance co-pays.

Encounter ticket management.

- Ensure that encounter tickets are completed appropriately and charges are submitted in a timely manner.
- Track missing charges when necessary.

## General Clerical Support.

- Pick up and deliver supplies, and record to own corresponding unit.
- Check par levels of supplies, order and receive clerical supplies and equipment, and stock supplies into computerized stocking system and supply closets.
- Occasionally perform data entry to include meeting notes, assignment sheets, forms, and brief reports. This should not be a full-time activity requiring the speed and accuracy expected of an Office Assistant (Keyboarding).
- Accurately collect and record statistical data on patient activity, including no shows, cancellations, and procedure codes.
- Prepare routine reports, or assist in the preparation of reports by gathering data, tabulating results, and preparing simple charts.
- Check and record refrigerator temperatures in daily logs, in accordance with standard guidelines.
- Sort and distribute mail, keep appropriate records, and redirect mail as necessary.

Serve as a member of various committees.

Orient new staff to locations of supplies and procedure books.

### Minimum Qualifications

Open Competitive: one year of full-time clerical, secretarial, or patient care experience in a health care setting.

Promotion: one year of permanent service in a title allocated to Grade 5 or higher and satisfactory completion of a six-month traineeship.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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