



Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
26-637 Hospital Patient Services Clerk 1	7	\$32,325	\$25
26-638 Nursing Station Clerk 1	7	\$32,325	\$25

Written Test To Be Held
MAY 11, 2019

Applications MUST Be Submitted or Postmarked By
MARCH 27, 2019

ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>

IMPORTANT: Unless waived, you must pay the non-refundable processing fee. For information on fee waivers, visit <https://www.cs.ny.gov/examannouncements/types/oc/appinfo.cfm##Fee>. It is important that you verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. No late applications will be accepted after the filing deadline has passed.

Appointees who work in the five boroughs of New York City or in Nassau, Suffolk, Rockland, or Westchester Counties will receive an additional \$3,026 annual downstate adjustment. Appointees who work in Dutchess, Orange, or Putnam Counties will receive an additional \$1,513 annual mid-Hudson adjustment.

MINIMUM QUALIFICATIONS: On or before May 11, 2019, you must have had one year of full-time:

- Either 1: Clerical experience in a health care setting;
- Or 2: Secretarial experience in a health care setting;
- Or 3: Patient care experience in a health care setting.

ONLY experience in a health care setting as described above will be considered qualifying.

Non-Qualifying experience examples: Hospital or facility Food Service Worker, Medical Transportation Worker, Insurance Claims Representative, Shelter Worker, Social Worker, Laser Skin Care Technician, Parking Lot Attendant, Janitor, Housekeeper, or Cleaner.

NOTES:

1. Appropriate part-time and volunteer experience, which can be verified, will be accepted on a prorated basis.
2. New York State residence is not required.

THE POSITIONS: The eligible lists resulting from the Hospital Patient Services Clerk 1 examination will be used to fill vacancies in the New York State Department of Health Helen Hayes Rehabilitation Hospital, the New York State University at Stony Brook, the New York State University Downstate Medical Center at Brooklyn, the New York State University Upstate Medical Center at Syracuse, and the New York State University College of Optometry.

The eligible lists resulting from the Nursing Station Clerk 1 examination will be used to fill vacancies in the New York State Department of Health Veterans Homes at Oxford, Jamaica, Batavia and Montrose. The eligible lists for the Nursing Station Clerk 1 examination will also be used to fill vacancies at the New York State University at Stony Brook, the New York State University Downstate Medical Center at Brooklyn, and the New York State University Upstate Medical Center at Syracuse.

DUTIES: Hospital Patient Services Clerk 1s are assigned to outpatient or inpatient units where they have direct contact with patients. You would obtain and record patient information by interviewing patients either in person or on the telephone for financial, medical, and personal history information. You would also direct patients to the appropriate locations and coordinate with various hospital departments for efficient patient flow. In addition to recording and maintaining data on CRTs, you may also explain appointments and procedures to patients, determine hospital bed availability, arrange and schedule appointments, arrange patient transportation for hospital admissions, ensure that patient charts are accurate and in order, ensure the safe handling of patient valuables and payments, issue information for birth and death certificates, and perform miscellaneous clerical duties as required. Hospital Patient Services Clerk 1s may be required to work holidays; weekends; and day, evening, and night shifts on a rotating basis.

Nursing Station Clerk 1s are assigned to either inpatient or outpatient units where there is daily contact with patients. In this capacity, you would screen communications by providing relevant information to appropriate personnel, give information on patient condition within existing policies, and direct visitors to the appropriate locations. You would also process physicians orders by recording written orders in charts, Kardex, flag sheets, or directly into a computer file after review by a Registered Nurse; and by filling out medication tickets and pharmacy requisitions. In addition, you would make emergency calls, receive new admissions, prepare and maintain patient charges, maintain a daily log and clinic log, and perform miscellaneous clerical duties as required. You might also be required to pick up and deliver supplies and records for your unit, and may arrange ancillary appointments and patient transport. Nursing Station Clerk 1's are generally required to work holidays; weekends; and day, evening, and night shifts on a rotating basis.

SUBJECT OF EXAMINATION: There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Filing** - These questions test for the ability to arrange given information into orders specified by directions. You will be asked to arrange a list of names into a file in several different orders (e.g., alphabetically, by name or job title and numerically, by age or by other numeric code). Questions ask what name or number appears in a given position in a specified file order. Knowledge of alphabetical and numerical order is required. No knowledge of particular types of filing systems is needed.
2. **Name and number checking** - These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.
3. **Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.
4. **Spelling in a health care setting** - These questions test for the ability to spell words that are used in written business communications in a variety of health care settings, including mental health facilities, hospitals, and medical research centers.

Your final score must be 70 or higher in order to pass. Rank on the eligible list will be determined after adding any wartime Veterans' and Civil Service Law Section 85-a credits to your final passing score.

Important: The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver or you are a member of NYS CSEA; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

ADDITIONAL INFORMATION

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, email us at AdmissionNotices@cs.ny.gov. Please provide your first and last name, address, and the last four digits of your social security number, and we will provide you with the information you need to attend your written test. If you have an issue other than not receiving your admission notice, please contact our office at (518) 474-6470 in the Albany area or toll free at 1-877-697-5627. Please leave a clear concise message and provide your first and last name, last four digits of your social security number and a daytime phone number.

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the State of New York to provide for and promote equal opportunity employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, veteran or military service member status, marital status, domestic violence victim status, genetic predisposition or status, arrest and/or criminal conviction record, or any other category protected by law, unless based upon a bona fide occupational qualification or other exception.

Appointment to many positions in State government require candidates to undergo an investigative screening. This may include a thorough character investigation, a Federal Bureau of Investigation Criminal Record History Check, a Child Abuse Registry clearance, or other similar procedures. Candidates may be fingerprinted and may be required to pay any necessary fees for that procedure. Depending on the nature of the job, the criminal convictions discovered, or any falsified or omitted information revealed, the investigative findings may bar appointment or result in removal after appointment.

ELIGIBILITY FOR EMPLOYMENT: You must be legally eligible to work in the United States at the time of appointment and throughout your employment with New York State. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

TAKING STATE AND LOCAL EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.