

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

Classification Standard

Occ. Code 2517110

Hospital Patient Services Clerk 1, Grade 7 2517110
Hospital Patient Services Clerk 2, Grade 9 2517120

Brief Description of Class Series

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; accept and process patient payments; and perform related medical record functions. All incumbents perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

These positions are classified at the Helen Hayes Hospital and the State University of New York Teaching and Research Center Hospitals.

Distinguishing Characteristics

Hospital Patient Services Clerk 1: entry level; non-supervisory; provide primary contact with the general public, including claimants, health care providers, ancillary departments, outside agencies, and insurance companies in the course of assisting patients with inpatient or outpatient admission to or discharge.

Hospital Patient Services Clerk 2: first supervisory level; supervise two or more lower-level clerks in the patient admission and discharge of patients; train staff; and/or perform more complex clerical activities which are complicated by a variety of procedures, and choices requiring independent decision making.

Related Classes

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.

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.

Office Assistants 2 either supervise two or more Office Assistants 1 or other lower-level staff; and/or directly perform the more difficult or complicated clerical processing and office support work for which substantive knowledge of the program area is required.

Illustrative Duties

Hospital Patient Services Clerk 1

When in an emergency room, inpatient or outpatient admissions unit, central admitting department, or clinic.

- Interview patients by phone prior to the date of admission, or in-person on the date of admission regarding their name, address, health insurance information, health status, and next-of-kin; and enter this information in the computerized database.
- Obtain and record patient information by interviewing patients either in person or on the telephone for financial information, medical data, and personal histories.
- Direct patients to the appropriate locations and coordinate with various hospital departments to ensure efficient patient flow.
- May explain appointments, registration, and check-in and check-out procedures to patients.
- Contact insurance companies to obtain routine authorizations for appointments, testing, and prescriptions; and coordinate referrals to ensure coverage.
- Process various patient forms and obtain specific coding information as needed from appropriate staff, prior to charge or order entry.
- 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.
- Perform related medical record functions (manual and electronic) including chart pulling, chart preparation, and release of information for continuum of care or insurance company requests.

Hospital Patient Services Clerk 2

May perform all of the same duties and functions as a Hospital Patient Services Clerk 1.

May supervise subordinate staff.

- Provide supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determine and oversee staff assignments.
- Approve leave and track time and attendance.
- Review, monitor, and evaluate staff performance.
- Complete performance evaluations.
- Identify training needs and arrange for provision of training.
- Manage and direct program activities by setting priorities and deadlines.

Prepare computer database reports on inpatient and outpatient statistics.

Review and reconcile the cash and cash receipt reports submitted by staff in the daily reporting and taking of co-payments from patients.

Resolve problems with insurance information that is missing or inaccurate upon admission, and clarify required pre-admission documentation with insurance companies.

When assigned to the Bed Control Unit, perform complex clerical processing in the assignment of patient beds.

Minimum Qualifications

Hospital Patient Services Clerk 1

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

Hospital Patient Services Clerk 2

Promotion: one year of permanent competitive service as a Hospital Patient Services Clerk 1.

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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