

NORTHEAST MONTANA HEALTH SERVICES - POPLAR CAMPUS

JOB DESCRIPTION

WARD CLERK

NAME: _____

ACCOUNTABLE TO: **SUPERVISING NURSE**

PURPOSE OF YOUR JOB DESCRIPTION

The primary purpose of your job position is to assist the Supervising Nurse and staff nurses in their day to day recording and charting of medical and administrative information in accordance with current Federal, State, and local standards and regulations that govern Medical Records, policies and procedures of the facility, and as may be required by the Director of Nurses, to ensure that medical records are maintained in an informative and descriptive manner.

Public Relations: In your position as Ward Clerk, you have a responsibility to represent Northeast Montana Health Services in the utmost professional manner promoting customer relations. Your personal contact and communications with the public, other facilities, and agencies, via telephone or in the building is essential to customer satisfaction at our facility. You shall have authority only as granted by the Supervising Nurse in specific assignments.

Every effort has been made to make this as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical job assignment to the position.

WORKING CONDITIONS

1. Is subject to frequent interruptions.
2. Is subject to sitting, standing, and lifting throughout the day.
3. Is subject to infectious diseases, waste, and odors, etc.
4. Is subject to hostile and emotionally upset patients, families, and visitors.
5. Is willing to work beyond normal working hours, weekends, and holidays.

ESSENTIAL JOB QUALIFICATIONS

1. Must be a Certified Nurse's Assistant by the State of Montana
2. Prefer applicants who have completed CNA training. If not Certified must complete Certified Nurse's Assistant training as soon as possible.

ESSENTIAL JOB FUNCTIONS

1. Must read, write, speak, and comprehend the English language.
2. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
3. Must be able to lift a minimum of 30 pounds.
4. Must be able to write the English language in a legible and understandable manner.
5. Must be able to work independently without supervision.
6. Must possess the ability and willingness to work harmoniously with professional and non-professional personnel.
7. Must have patience, tact, and enthusiasm, as well as willingness to handle difficult resident, patients, and the public.
8. Must be knowledgeable of multiline telephone paging and computer systems.
9. Must be willing to seek out new methods and be willing to incorporate them into existing practice.
10. Must be able to handle crisis situations in a professional courteous manner.

JOB DEFINITION: Duties to include but not limited to:

1. Routine paperwork to be completed accurately and thoroughly to include the following:
 - a. Make I & O sheets for the next shift.
 - b. Chart temps, pulse, respiration's, blood pressures, weights, sat O2.
 - c. Records I & O on graphic.
 - d. Records IV totals after RN has totaled them.
 - e. Makes out diet sheet for kitchen and calls in changes to the kitchen.
 - f. Files forms and reports in patient charts.
 - g. Disassembles charts of patients who have been dismissed and checks for completion, assembles in proper order.
 - h. Prepares patient chart for transfer, copying necessary forms as requested/COBRA forms.

- i. Makes up charges as needed.
 - j. Maintains file cabinets and cupboards with adequate supply of forms and assures an adequate supply on hand at all times. Assures all forms copied in house are legible, in current use, and copies are of purchase quality.
 - k. Maintains adequate supply of Cardiac Monitor paper and obtains from supply personnel when floor stock runs low.
 - l. Is responsible to report to purchasing department any paper supplies/brand names that need to be ordered before there is an inadequate supply.
 - m. Consult sheets filled out and on chart for consultant to complete.
 - n. Every day checks patient care record for completion and initials, and checks Nurses Notes for initials.
 - o. Keeps daily charge sheets current by checking with staff nurses for charges accrued during the shift.
 - p. Checks that charge sheets for previous day have been turned into Business Office.
 - q. Files chart in chart rack only after nurses observe the doctor's orders.
 - r. Checks charts routinely for new doctor's orders, transcribes the orders accurately and notifies the nurses of new orders, or illegible orders.
 - s. Checks that all necessary forms are on chart: i.e. Glucose monitoring, IV sheets, IV medication drip flow sheets, Neuro flow sheets, Hourly flow sheets, etc.
 - t. Familiar with what forms constitute an ER Observation chart and an In-patient chart and checks that correct forms are on the chart, for that particular admit.
 - u. Assures Nursing Home is supplied with adequate supply of legible currently used forms and notifies Purchasing of low supply.
 - v. Responsible for keeping Master Copy file up-to-date and the master copy in purchase quality condition.
2. Admission, Transfer and Discharge of Patients:
- a. Has working knowledge of computer and which admission form is needed for the patient's admission; i.e. Emergency, Out-Patient, or In-Patient. Able to trouble shoot computer problems.
 - b. Is responsible for all admission forms being filled out correctly, signed, and witnessed completely.

- c. Responsible for appropriate payer being listed, and copy of payer “card” with chart.
 - d. Completes all chart headings with patient name, room number, hospital number, date, and doctor.
 - e. Acquires patient chart numbers for charts and posts numbers for use.
 - f. Fills out and applies patient ID bands on all ER Observation and In-Patient.
 - g. Fills out patient care kardex and medication kardex with patient identification information.
 - h. Transcribes physician’s orders to kardex, makes out lab slips and X-ray slips according to lab/X-ray policy. The times medications are scheduled to be dispensed will be filled in by the nurse observing the orders.
 - i. Notifies Supervising Nurse when transcribing complete and orders are ready to be observed.
 - j. Checks that census sheet is up to date.
 - k. Records allergies and places appropriate label on chart and allergy band on patient.
 - l. Assure proper disposition of patient valuables, according to policy.
 - m. Must maintain confidentiality of staff and patients at all times.
 - n. Notifies CNA of nursing duties; i.e. frequency of vital signs, I & O, specimens ordered, activity, diet.
 - o. Notifies Supervising Nurse of STAT orders, and Medication Nurse of STAT med orders.
 - p. Assures necessary medical/administrative records are complete on discharge and forwards chart to Medical Records.
3. Emergency Room:
- a. Checks ER record for completion and that all necessary forms are filled out completely before sending to Medical Records.
 - b. Checks that all charges are noted on charge sheet.
 - c. Notifies staff nurse of incomplete areas of ER record.

- d. Responsible for an adequate supply of computer paper for the ER computer and notifies Business Office if supply low.
 - e. Responsible for adequate supply of additional forms in Emergency Room and an adequate supply are stapled together in packets: i.e. charge sheets, checklist, discharge instructions, etc.
 - f. Knowledgeable in loading computer paper into ER computer accurately should Business Office not be available.
 - g. Is responsible for generating Admission form from computer to include all patient information, vital signs and signatures unless otherwise instructed by Supervising Nurse. Attaches additional papers and secures additional signatures as needed. i.e. Medicare forms, copies of insurance cards, Medicaid card, etc.
4. Telephone and Paging:
- a. Answers telephone promptly and courteously.
 - b. Relays message to appropriate person.
 - c. DOES NOT give medical advice of any kind to patients on the phone or in person.
 - d. Calls families on patient dismissals as requested.
 - e. Notifies employees of meeting when requested to do so.
 - f. Makes telephone calls for patients.
 - g. Must be able to dispatch ambulance/medical personnel/fire by using the appropriate paging and dispatch system. Fill out appropriate forms.
 - h. Set up appointments for discharged patients - notifies IHS Medical Records if medication prescriptions need filling.
 - i. Schedules tests, appointments with out of town facilities for patients and notifies patient, family, and nurses of times and dates.
5. General Duties:
- a. Maintains clean, orderly work area at the nurse's station.
 - b. Receives patients, visitors, staff and physicians in a friendly, courteous manner.
 - c. Arranges for transportation of patients as requested.

- d. Makes trips to nursing home and clinics as requested.
 - e. Promotes a team effort by assisting the nursing staff i.e. (Getting patients OOB, changing beds, answering call lights, etc.).
 - f. Assists patients with transportation to other departments as needed.
 - g. Keeps charts in racks and available for physicians and nurses.
 - h. Stocks ER with adequate supply of forms, including the Pelvic Room for OB forms.
 - i. Assists with cleaning of discharged patient rooms if able.
 - j. Offer and assist with PM cares and back rubs if requested by RN.
 - k. Pulls old patient charts for physicians, from Medical Records.
 - l. May be asked to work on the floor in CNA capacity.
 - m. Fills out work orders as directed, obtains Supervising Nurse signature and delivers form to Maintenance.
6. Additional Expectations:
- a. Reports to Supervising Nurse throughout shift.
 - b. Reports to Supervising Nurse when taking a break.
 - c. Verify with Supervising Nurse that all duties are completed before clocking out.
 - d. Seeks assistance and clarification of assignments as needed.
 - e. May sometimes be asked to perform duties that are in the best interest of Northeast Montana Health Services.
 - f. Attends and participates in staff meetings and in-service programs.
 - g. Displays a positive attitude towards all other departments and clinic areas.
 - h. Take orders off NH charts as well.
 - i. Thin NH charts as needed, make up new ones as needed, and keep NH record in good condition.
 - j. Obtain vital signs/orthos from CNA's in NH and transcribe to NH charts and MAR.

- k. Encourage attending physicians to record and sign progress notes, Doctors orders, etc. on Hospital and NH charts on a timely basis and in accordance with current regulations.
 - l. Check NH monthly lab box for necessary lab request and submit to lab as indicated.
 - m. Observe NH recap orders when placed on charts and complete lab requests if not found in lab box already.
7. Must abide by all policies of NEMHS. Read and review all policies.
- a. All Nursing Policies
 - b. All Personnel Policies
 - c. All OSHA Regulations
 - d. All Corporate Compliance
 - e. All HIPAA
 - f. All Hazcom/Blood Borne Pathogens

I have read the job description and hereby agree to perform the above duties and responsibilities to the best of my ability.

Supervisor

Date

Employee

Date