OROVILLE HOSPITAL
JOB DESCRIPTION

TITLE: UNIT CLERK

DEPARTMENT: GOLDEN VALLEY HOME HEALTH

REPORTS TO: DIRECTOR OF GOLDEN VALLEY HOME HEALTH/ PATIENT CARE SERVICES

The unit clerk person performs clerical duties as necessary to facilitate the clinical and clerical staff's quality performance and generation of cost effective services.

QUALIFICATIONS

- High school education or GED equivalent or other credential as required for the position.
- Accurate typing of 50 WPM, minimally.
- General working knowledge and ability to use hospital AS400 computer system, Text 38, Lotus spreadsheet, documentation plus and other software programs. Experience preferred.
- Ability to plan and carry through a complete cycle of activities and multiple tasks simultaneously.
- Excellent communication skills and ability to develop rapport and contribute to team work with co-workers.
- Ability to handle difficult situations with composure and tact and maintain patient confidentiality.
- Sedentary: Up to 6 hours a day generally lifting no more than 10 pounds maximum.
OROVILLE HOSPITAL HOME CARE JOB DESCRIPTION
AND EMPLOYEE EVALUATION

NAME_____________________________________ DATE OF HIRE__________________

DEPARTMENT GV HOME HEALTH
POSITION: UNIT CLERK

STANDARDS OF PERFORMANCE

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Assists with processing incoming telephone calls cordially and appropriately, including patient referrals from discharge planners, physicians and others. Routes verbal order calls to licensed staff.

Work with Haven computer program for management of all Oasis date-encoding and transmitting.

Oversees all clerical functioning and deals with clerical issues-paperwork, coverage for sick/vacation days, etc, and informs the director of ongoing issues. Follows through with recommendations from the director.

Maintains Haven updates. Prepares charts for clinical chart review, makes assignments with clinical staff.

Maintains medical and office supplies and provides clinical staff with requested supplies.

Prepares nurse on call schedule and provides communication to other departments as required.

Maintains all disaster manual personnel list, medical waste transportation list and department phone lists as needed.

Facilitates clinical staff in providing maximum patient service.

Prepares daily census sheet with past/current patients marked and sends copies to case managers and discharge planners.

Maintains medical equipment sign out lists and arranges for repairs, etc.
RESPONSIBILITIES

STANDARDS OF PERFORMANCE

Provides orientation of new staff to clerical systems.

Assures and documents HAG prepared for clinicians.

Maintains infection control supplies and logs for clinical staff.

Audits clinical visit note to charge record on a quarterly basis and prn.

All related duties as required.

Attends staff meetings.

Safety review/pass yearly test.

Mails and summaries responses to patient quarterly satisfaction surveys and yearly physician survey.

PROFESSIONAL COMMITMENT:

Reports for duty on time 95%

Attendance: Ill not more than 12 days per year.

Age specific competency/passes annual test.

Demonstrates cost effective use of supplies and equipment.

Demonstrates efficient and cost effective practices.

Safety review/pass yearly test.

Demonstrates cooperative team practices.

Demonstrates mission statement knowledge and practices.

Safety review/pass yearly test.

Demonstrates cooperative team practices.

Demonstrates mission statement knowledge and practice.

Meets or exceeds standards on annual evaluation.

Attends staff meetings as required 75%.

Follows dress code and inspires confidence in her care by her professional appearance and behavior.
EMPLOYEE GOALS AND

COMMENTS:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

EMPLOYEE'S SIGNATURE: ____________________________ DATE: __________

CLINICAL SUPERVISOR/CHARGE

NURSE: ________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

CLINICAL SUPERVISOR/CHARGE NURSE: ____________________________
DATE: __________