MEDICAL UNIT CLERK

DEFINITION
Under supervision, performs a wide variety of responsible clerical duties related to direct patient care at Natividad Medical Center (NMC) in support of professional and other staff; performs other work as required.

DISTINGUISHING CHARACTERISTICS
Incumbents in this class perform a variety of standardized clerical functions in support of doctors, nurses, and other staff in an assigned medical treatment area. The Medical Unit Clerk serves as the focal point of clerical support for patient care and is characterized by its required knowledge of hospital routine, and familiarization with basic medical terminology. Incumbents perform a variety of record keeping, supply ordering, unit coordination and scheduling duties and handle difficult types of public contact.

EXAMPLES OF DUTIES
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

1. Deals with patients and their families in situations requiring tact and discretion
2. Requisitions a variety of stock, medical equipment, and supplies based on an understanding of medical procedures and unit requirements; receives supplies for the unit
3. May schedules appointments and treatments requiring sufficient understanding of medical conditions to estimate priority sequence, or length of treatment anticipated
4. Transfers doctors' orders, diet, and therapy instructions to patient charts; notifies nurses and other appropriate personnel of revisions. Makes notations on charts of special medical or consultation charges
5. Orders tests and makes appointments, accepts and records lab reports and orders prescriptions
6. Assembles patient charts and prepares other medical record forms required for patient admission, transfer, or dismissal
7. Acts as unit receptionist, receiving and relaying telephone messages to medical staff; distributes mail, flowers, and messages to patients and directs visitors
8. Types a variety of forms and correspondence
9. Provides vacation and temporary relief as required
10. Transcribes physician's orders from patient chart to the proper forms in preparation for verification by professional staff; answers telephone; takes and delivers telephone messages
11. Provides routine information as requested to staff, patients, visitors, and the public; greets patients and visitors; places calls to doctors, other medical units, and support units as directed
12. Tracks admissions, discharges, transfer, and room changes for census purposes; completes proper forms and records for patient admissions, transfers, discharges, examinations, and testing; may assemble, disassemble, update, and thin patient charts
13. Maintains unit files; runs errands and transports supplies, specimens, and other materials as needed; contacts or receives calls from hospital departments, hospitals, doctor's offices, or medical agencies to coordinate or schedule services for patients
14. Responds to established emergency procedures
15. Prepares identification bands
16. Performs other duties as assigned

QUALIFICATIONS
A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:
Working knowledge of:
   1. Medical terminology
   2. Common medical procedures
   3. Hospital routines and procedures, general functions of various hospital departments
   4. General clerical practices and procedures
   5. Basic mathematical procedures
Some knowledge of:
   1. Procedures for admitting, discharging and transferring patients

Skill and Ability to:
   1. Establish and maintain effective working relations with staff, patients and visitors
   2. Work cooperatively and communicate effectively with persons of diverse abilities and temperaments
   3. Organize and maintain clerical records
   4. Work with minimum supervision
   5. Prepare and maintain accurate and complete records and reports; check materials for accuracy and completeness
   6. Respond with flexibility to unusual and emergent situations
   7. Identify and choose appropriate solutions to problems from a variety of alternatives

REQUIRED CONDITIONS OF EMPLOYMENT
As a condition of employment, the incumbent will be required to:
   Pass a pre-employment physical/medical assessment and background check

Working Conditions
   During the course of work, incumbents at Natividad Medical Center may come in contact with infectious organisms and other potentially hazardous substances

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING
Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:
One year of general clerical or patience care experience in a hospital, clinic or medical office

**PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification include:

1. Ability to sit for extended periods of time while working at a desk
2. Ability to move throughout the hospital
3. Ability to lift and carry up to 20 pounds
4. Ability to write by hand and using a computer; to operate a computer keyboard
5. Ability to read information from a distance and close up to see information on a computer monitor for extended periods of time
6. Ability to hear normal speech, even in a moderately noisy environment; to hear and talk on the telephone and in person
7. Ability to make decisions and concentrate, even during emergencies
8. Ability to work with the public on a constant basis

---

**CLASS HISTORY**

Class Code: 80K21
Established Date: January 1981
Revised Date: June 1982
Former Title: February 2010

**CLASS DATA**

Job Group: 18
EEO Category: OC
Work Comp. Code: 9043
Bargaining/Employee Unit: J
FLSA: C
MOCO OT: N

Prepared by: Gerta McClay, SPHR, IPMA-CP
Management Specialist

Approved by: Janine Bouyea, PHR
NMC Human Resources Administrator

/s/ Janine Bouyea
3/2/2010

Date