

# West River Health Services Job Description

**Position:** Switchboard

**Department:** Patient Financial Services

**Reports to:** Patient Financial Services Manager

**Revision Date:** 6/11/21

## **West River Health Services Mission:**

The mission of West River Health Services is to provide comprehensive health and wellness services to the residents and visitors of the region.

**Position Summary:** Communicates effectively through phone and face to face contact with patients and visitors of the medical facility. Helps patient calls get to the right person the first time.

## **Excellence in Practice**

Answers incoming telephone calls, providing the needed assistance or transferring the calls to the appropriate individual.

Admit and discharge hospital patients.

Assists in daily receipting for cashier.

Complete morning work by gathering patient admission forms, ER sheets and any other needed patient information.

Sort mail into appropriate categories as defined by the cashier.

Enter charges to patient's accounts as directed, as necessary.

Perform all other administrative functions as necessary or directed.

## **Innovation in Service**

Serves as a role model for the organization and exemplifies the corporate values of WRHSF.

Attends all required training sessions provided by the facility and others as required for licensing.

Demonstrates understanding of emergency procedures (example, fire drills, bomb threats, tornado, disaster plans and other procedures)

Cooperates when implementing changes that affect the organization.

## **Compassion for the people we serve**

Demonstrates courtesy, cooperation and sensitivity toward patients, family and visitors.

Displays empathy and offers support for employees, patients and visitors throughout the facility.

Maintains a warm and welcoming environment for all individuals and demonstrates caring and concern.

## **Respect for one another**

Maintains strict confidentiality of patient and organizational information.

Adheres to all Administrative and Personnel Policies (example: dress code policy, attendance policy, parking policy and all others)

Promotes positive relationships within your own department

Promotes positive relationships with other departments within the organization

**Essential Job Requirements:**

Education:

Experience:

License Requirements:

Physical Requirements:

	Never	Rarely Up to 10% of the time	Occasionally 11-30% of the time	Frequently 31-69% of the time	Regularly 70-100% of the time
<b>Lift up to 10 lbs</b>		XX			
<b>Lift between 11-50 lbs</b>		XX			
<b>Standing</b>		XX			
<b>Walking</b>		XX			
<b>Sitting</b>					XX
<b>Computer Use</b>					XX
<b>Bending</b>		XX			
<b>Reaching</b>		XX			

\*\*Lifting more than 51lbs requires an assistive device and/or additional physical assistance

**Exposure Risks:**

\_\_\_ Level 1: Tasks may involve exposure to blood and/or body fluids. This includes all related tasks that involve inherent potential for mucous membrane or skin contact with blood and/or body fluids. Appropriate protective supplies are readily available.

\_\_\_ Level 2: Tasks that do not involve exposure to blood and/or body fluids, but exposure may be required in emergency situations. Appropriate protective supplies are readily available.

\_\_\_ Level 3: Tasks or work environment that exposes individuals to hazardous chemicals. Appropriate protective supplies are readily available.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

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Employees Signature

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Date

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Manager's Signature

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Date