



Posting Approved by:

**Patient Registration Clerk**  
**One (1) Permanent Part-time Position**  
**OPSEU Clerical Bargaining Unit**  
**Internal / External Posting**

**Posting No:** 2021-02  
**Posted:** January 08 to Jan. 15, 2021  
**Reports to:** Director of Ambulatory Services

**Position Description:**

The Patient Registration Clerk is responsible for responding to inquiries from patients, hospital staff and the public in-person, electronically and via phone, in a positive and knowledgeable manner. The successful applicant will participate in all Registration shifts, locations, times, and days as required.

**Responsibilities:**

- Greet public and respond to questions. Enter and process patient information into multiple computer programs. Complete Outpatient Responsibility of Payment forms; collect payment where possible.
- Answer and direct incoming phone calls and manage automated phone system with multiple lines.
- Schedule follow-up appointments, ensure follow-up process is completed. Complete, collect, distribute and file patient information.
- Order supplies and make request maintenance and IT troubleshooting support, as needed.
- Liaise with physicians, nurses and other registered staff, emergency management personnel and other community partners / providers (e.g.: Specialists, visitors).
- Respond to alarms and implement codes.
- Complete incident reports and provide feedback on quality, incidents, health and safety, scheduling, etc.
- Mentor students on placement within department.
- Work to improve the patient experience.
- Follow patient-relations process.
- Distribute patient experience surveys to patients on a regular basis, and enter into SurveyMonkey if requested.
- Where aptitude and interest exist, develop / assist with other administrative functions.
- Perform other related activities, as necessary or as assigned.

**Qualifications (Education, Experience, Abilities):**

- Preference will be given to the candidate with related experience and who is a medical administration course graduate or who has completed at least one year of the course.
- Cerner and Practice Solutions experience is an asset.
- Excellent customer service, communication and interpersonal skills to work with physicians, staff, multidisciplinary staff of the hospital, patients and public.
- Demonstrated ability to work with computerized systems (i.e. Cerner, Microsoft, Practice Solutions).
- Excellent understanding of English language and grammar as well as medical terminology.
- Participates as a team member, is self-motivating and treats people with consideration.

- Ability to maintain a professional and calm approach in a constantly changing environment.
- **Current Police Check/Vulnerable Sector Screen and immunization status required upon hire.**

This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all.

*We are committed to providing persons with disabilities equal opportunities regarding all employment activities, including access to jobs and accommodations during employment as required, in accordance with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA). Please advise the Human Resources department if you require accommodation.*

**Qualified applicants may forward a resume and covering letter in confidence to:**

Human Resources  
South Huron Hospital Association  
24 Huron Street West  
Exeter, ON N0M 1S2  
Email: [human.resources@shha.on.ca](mailto:human.resources@shha.on.ca)



*Your interest in this opportunity is appreciated. Only applicants selected for an interview will be contacted.*