

POSITION DESCRIPTION / PERFORMANCE EVALUATION

Job Title: Admitting Department Supervisor
 Prepared by: _____
 Date: _____

Supervised by: Admitting Department Manager
 Approved by: _____
 Date: _____

Job Summary: Responsible for supervising all Admitting Department Clerks in the general Admitting Department area, Outpatient, and the Emergency Department Admitting areas. Maintains efficient and orderly admission of inpatients and admitting process of individuals who have hospital-based outpatient testing or procedure. Maintains open communication with the Nursing Supervisor, Business Office and Environmental Services.

DUTIES AND RESPONSIBILITIES:

3 = Exceeds Performance 2 = Expected Performance 1 = Needs Improvement

Demonstrates Competency in the Following Areas:

Responsible for the Admitting Department, including reservations for hospital services, preadmitting patients, verifying insurance eligibility, admitting outpatients and inpatients.	3	2	1
Ensures that the Admitting Department Clerks are collecting accurate information from the patient and entering it correctly into the computer system.	3	2	1
Responsible for inservicing the Admitting Department concerning issues such as Conditions of Admissions, advance directives, patient’s rights and responsibilities, HIPAA, hospital policies and procedures.	3	2	1
Is available to the Admitting Department Clerks to handle patients’ concerns, complaints.	3	2	1
Assists in updating the Admitting Department policy and procedures as needed.	3	2	1
Responsible for maintaining the insurance master files.	3	2	1
Communicates clearly and concisely within the department and with other hospital departments.	3	2	1
Treats patients and their families with respect and dignity.	3	2	1
Interacts professionally with patient/family and provides explanations and verbal reassurance as necessary.	3	2	1
Documentation meets current standards and policies.	3	2	1
Maintains and operates equipment safely and correctly.	3	2	1
Orders supplies and printing weekly; obtains orders as required.	3	2	1
Responsible for operating the Admitting Department safe for patient valuables.	3	2	1
Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.	3	2	1
Supports and maintains a culture of safety and quality.	3	2	1

SUBJECT: ADVANCE DIRECTIVES	REFERENCE #7005
DEPARTMENT: ADMITTING	PAGE: 1 OF: 5
APPROVED BY:	EFFECTIVE: REVISED:

PURPOSE:

- The purpose of this policy is to provide an atmosphere of respect and caring and to ensure that each patient's ability and right to participate in medical decision making is maximized and not compromised as a result of admission for care through _____ Hospital.
- Additionally, the purpose of this policy is to assure compliance with the Patient Self-Determination Act (PSDA) in such a manner as to expand the patient, staff and community knowledge base regarding advance directives and the process by which patient participation in medical decision making is carried out at this facility.

POLICY:

- _____ Hospital shall respect and encourage patient self-determination. Patients will be encouraged and assisted to be active participants in the decision making process regarding their care through education, inquiry and assistance as requested.
- Patients will be encouraged to communicate their desires in regard to advance directives to their significant others, to allow for guidance of significant others and healthcare providers in following the patient's wishes should the patient become incapacitated, rendering them unable to make decisions.
- The existence of an advance directive, or lack thereof, will **not** determine the patient's access to care, treatment and services.
- In an advance directive (or medical power of attorney), the patient may provide guidance as to his/her wishes in certain situations, or may delegate decision making to another individual as permitted by state law.
 - If such an individual has been selected by the patient, or if a person willing and able under applicable state law is available to make treatment decisions, relevant information should be provided to the representative so that informed healthcare decisions can be made for the patient.
 - However, as soon as the patient is able to be informed of his/her rights, this hospital shall provide that information to the patient.

SUBJECT: CONDITIONS OF ASSESSMENT	REFERENCE #7007
DEPARTMENT: ADMITTING	PAGE: 1 OF: 2
	EFFECTIVE:
APPROVED BY:	REVISED:

POLICY:

- All Admitting Department staff will be familiar with the terms of the Conditions of Admission Form. All patients will sign a Conditions of Admission form upon registering as a patient at _____ Hospital.
- Conditions of Admission:
 - It is important that Admitting Department staff be informed of the principles and requirements for completing the Conditions of Admission Form.
 - Every patient has a legal right to decide upon the medical treatment he/she is to be given.
 - Every patient who is admitted to the hospital must sign a Conditions of Admission form granting consent for hospital services prior to medical treatment except in the event of an emergency.
 - In the event that the patient’s medical/mental condition does not allow the patient to sign, the patient’s legal representative may sign.
 - If the patient cannot sign the Conditions of Admission, and does not have a legal representative, the staff member registering the patient should write “patient unable to sign due to _____” on the signature line. The condition which prohibits obtaining the signature will be inserted into the underlined space. The Admitting Department Clerk should witness and date the appropriate space, and attach this label:

Patient’s condition prevented the Admitting Department from getting this form signed on admission. Please ask patient to sign as soon as possible.

- The label alerts the physician that he/she needs to document that immediate treatment is necessary. If the patient is capable of providing oral consent, the oral consent will be documented and witnessed by two hospital employees.

SUBJECT: ADMITTING PROCESS	REFERENCE #8003
DEPARTMENT: ADMITTING	PAGE: 1 OF: 4
APPROVED BY:	EFFECTIVE:
	REVISED:

POLICY:

- _____ Hospital will not deny admission to any patient due to race, color, religion, ancestry, financial class or national origin.
- Patients shall be admitted upon referral and placed under the care of a physician who shall be a member of the medical staff or has temporary privileges according to the medical staff bylaws.
- Patients admitted to the hospital will go through the admission process that is coordinated by the Admitting Department.
- The Admitting Department is staffed 24 hours a day, seven (7) days a week.
- Admission takes place in the general Admitting Department area, the Outpatient area, the Emergency Department or at the patient's bedside.
- The Admitting Department Clerk will admit each patient in a professional, empathetic and time efficient manner.

PROCEDURE:

- The following procedure is intended for those patients whose medical condition allows time for normal processing:
 - The patient's physician will notify the Admitting Department of the admission.
 - If the patient is in acute distress or if any delay in transporting him/her to the patient care unit would be hazardous, have him/her transported to the assigned patient care unit immediately or the Emergency Department if the bed is not ready. The admissions process will then be completed in the patient's room when it is appropriate or by a family member in the Admitting Department.
 - The Nursing Supervisor will be available to provide assistance for any medical problems that may occur.

SUBJECT: MANAGING PATIENT FLOW	REFERENCE #8024
DEPARTMENT: ADMITTING	PAGE: 1 OF: 3
APPROVED BY:	EFFECTIVE:
	REVISED:

POLICY:

- _____ Hospital recognizes that managing the flow of patients throughout the organization is essential to preventing and mitigating patient crowding, which can create lapses in patient quality and patient care.
- _____ Hospital recognizes that overcrowding is a systemwide problem, and not one that is limited to the Emergency Department.
- _____ Hospital is committed to assessing and planning for effective and efficient patient flow throughout the hospital.

PROCEDURE:

- The Patient Flow Management Team shall be comprised of representatives from:
 - Hospital leadership
 - Nurse Executive
 - Director of Bed Control/Admitting
 - Admitting Department staff
 - Emergency Department staff
 - Surgical Services Director
 - Emergency Department Unit Secretary, Patient Care Unit Secretary
 - Patient Care Unit nurse managers
 - Medical staff
 - Emergency Department physicians and other attending physicians of the organization
 - Information Management Department