



## VACANCY

<b>Job Title</b>	Admission Clerk
<b>Division</b>	Hospital
<b>Location</b>	Johannesburg Surgical Hospital
<b>Reporting Structure</b>	Head of Reception / Admin Supervisor

### Job Summary

The Admission Clerk at Johannesburg Surgical Hospital serves as the initial point of contact for patients and their families, facilitating the admissions process and ensuring a smooth transition into the healthcare facility. This role involves gathering patient information, verifying insurance coverage, coordinating bed assignments, and providing administrative support to clinical staff, contributing to efficient patient flow and positive patient experiences.

### Requirements

- Knowledge of medical terminology, insurance terminology, and healthcare billing processes, including insurance verification and authorization procedures.
- Proficiency in using electronic health record (EHR) systems, admission software, and Microsoft Office applications (e.g., Word, Excel, Outlook) for data entry and administrative tasks.
- Excellent interpersonal skills, customer service orientation, and ability to communicate effectively with diverse populations, including patients, families, staff, and external stakeholders.
- Detail-oriented approach, organizational skills, and ability to multitask in a fast paced, dynamic environment while maintaining professionalism and accuracy. High school diploma or equivalent required; additional education or certification in healthcare administration, medical office management, or related field preferred.

### Qualifications

- High school diploma or equivalent required; additional education or certification in healthcare administration, medical office management, or related field preferred.

### Experience

- Minimum of 1-2 years of experience in a healthcare administrative role, preferably in admissions, patient registration, or front desk operations within a hospital or medical facility.

### Responsibilities

- Patient Registration and Check-In:
  - Greet patients and visitors upon arrival, providing a warm welcome and assisting with registration procedures.



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- Collect demographic information, insurance details, and consent forms from patients or their authorized representatives, ensuring accuracy and completeness of data. Verify patient identity, insurance coverage, and eligibility for admission based on hospital policies and payer requirements

- Bed Assignment and Room Allocation:

- Coordinate bed assignments and room allocations based on patient needs, clinical requirements, and bed availability within the hospital. - - Communicate with nursing units, bed managers, and clinical staff to facilitate timely admissions, transfers, and discharge processes. Update electronic health records (EHR) and admission systems with patient status changes, room assignments, and relevant care instructions.

- Insurance Verification and Authorization:

- Confirm insurance coverage, benefits, and pre-authorization requirements for planned admissions, surgeries, and procedures.

- Communicate with insurance companies, managed care organizations, and third party payers to obtain authorization for services and confirm financial arrangements. Educate patients about insurance benefits, coverage limitations, and out-of-pocket expenses, providing assistance with financial counselling and payment options as needed.

- Administrative Support and Customer Service:

- Answer phone calls, emails, and inquiries from patients, family members, and referring physicians regarding admission procedures, facility amenities, and appointment scheduling. - - Provide information, directions, and assistance to visitors, ensuring a welcoming and supportive environment for patients and their families. Collaborate with interdisciplinary teams, including nursing, finance, and medical staff, to address patient needs, resolve issues, and optimize the admission process.

- Documentation and Recordkeeping:

- Maintain accurate and up-to-date records of admissions, discharges, transfers, and bed occupancy using hospital information systems and administrative databases.

- Ensure compliance with regulatory requirements, privacy policies, and documentation standards for patient health information (PHI) and administrative records. Generate admission reports, statistical summaries, and data analytics to support operational decision-making and performance improvement initiatives.

### **Company needs**

The Admission Clerk at Johannesburg Surgical Hospital plays a vital role in facilitating the admissions process, supporting patient-centred care delivery, and ensuring a positive experience for patients and their families. By managing registration, bed assignments, insurance verification, and administrative tasks, this position contributes to efficient hospital operations and optimal patient outcomes.

### **Johannesburg Surgical Hospital is an equal opportunity employer.**

The Company's approved Employment Equity Plan and targets will be considered as part of the recruitment process aligned to the Company's Employment Equity strategy.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [chiara.els@jsh.co.za](mailto:chiara.els@jsh.co.za)

### **Please Note:**

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purpose relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without your prior consent.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.