



# Marshfield Medical Center Dickinson

## AFSCME-REPRESENTED POSITION

**Posting Number:** 202310139  
**Date/Time Posted:** Thursday, November 16, 2023 @ 9:00 am  
**Date/Time Removed:** Tuesday, November 21, 2023 @ 9:00 am

<b>Position Title:</b>	Patient Access Emergency Midnight Coordinator (Cross-Train)
<b>Unit:</b>	Patient Registration
<b>Employee Status:</b>	<input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Regular <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Training <input type="checkbox"/> Relief
<b>Hours:</b>	11p-7a, or as assigned, Including weekend rotation
<b>Overtime:</b>	8+ hours in 1 day or 80+ hours in 2 work weeks
<b>Starting Rate:</b>	Sch 2: \$18.06

*If candidate does not meet the experience requirement, HR/manager may choose to waive this requirement and award as a "training" posting.*

**If you are interested in this position, please see the attached job description, sign below, and submit a current resume to [Alyssa.Blagec@dchs.org](mailto:Alyssa.Blagec@dchs.org).**

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**FOR HR'S USE ONLY**

**Awarded To:** \_\_\_\_\_ **Date Accepted:** \_\_\_\_\_

**Dickinson County Healthcare System****Job Description**

*Stephanie  
1/27/22*

**Job Title:** Patient Access Emergency Midnight Coordinator**Department:** Patient Access 8710**Job Code:****Bargaining Unit Status:**Non Union AFSCME MNA **Grade:****Wage/Hour Status:**Exempt Non Exempt **Summary:** (Summarize primary purpose of job function)

Obtains patient-specific data, operates the facility telecommunication system, addresses phone traffic requests, monitors and utilizes proper emergency responses from ED, and performs general clerical tasks.

**Reports To:** Patient Access Supervisor/Manager**Titles Supervised:**

None

**Essential Responsibilities:**

1. Obtains complete and correct patient demographic information and inputs into the Health Information Management System for patient to obtain hospital services.
2. Ensures that Emergency Chart charge entry and discharges are completed accurately and timely. Assists with collection of copays in Emergency Department.
3. Monitors the hospital alarm system and operates the telecommunication systems to effectively and efficiently address internal and external phone traffic requests. Receives and directs patients and visitors.
4. Defines, captures, analyzes, transforms, transmits and reports patient-specific data and information related to department processes, patient care processes, and outcomes.
5. Performs Health Unit Coordinator duties within the department. Responsible for coordinating the transfer of patients to external facilities and providing assistance and support to clinical staff and providers.
6. May be called upon to train new staff on all aspects of job requirements.
7. Performs various clerical and system functions in a Registration/Switchboard/HUC capacity as assigned and needed.

**Minimum Qualifications:****Education:** High school diploma or equivalent is required.**Experience:** Must have two years of customer service experience. Healthcare-related customer service is preferred.**Other:** Must demonstrate excellence in customer service and professional conduct. Must have excellent communication skills and empathy while dealing with patients/families.**Knowledge/Skills/Abilities:**

1. Possess and display a sense of responsibility to finalize tasks that are required of this position.
2. Ability to multitask and prioritize under pressure and in a fast-paced environment.
3. Ability to provide optimal care and customer service to patients and families.

**Physical and Mental Demands:** (See Back of Page)

*This description of job responsibilities is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties or other responsibilities as may be assigned from time to time.*

**Dickinson County Healthcare System**

**Essential  
Physical and Mental Requirements**

**EXTENT**

<b>Physical Demands</b>	<b>Continuous Over 70%</b>	<b>Frequent 40%-69%</b>	<b>Occasional 15%-39%</b>	<b>Rarely Up to 15%</b>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crouching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Lowering				
1-15 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15-30 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30-50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Over 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine Hand/Eye Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Color Discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing Acuity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Mental Demands</b>	<b>Continuous Over 70%</b>	<b>Frequent 40%-69%</b>	<b>Occasional 15%-39%</b>	<b>Rarely Up to 15%</b>
Concentration on Detail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attention Span of 1+ hours on a task	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to Remember multiple tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oral Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written Communication	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Working Conditions</b>	<b>Continuous Over 70%</b>	<b>Frequent 40%-69%</b>	<b>Occasional 15%-39%</b>	<b>Rarely Up to 15%</b>
Exposure to blood and body fluids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to toxins, cytotoxins, poisons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to extreme heat, cold, temp fluctuations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to radiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date Issued: 01/18/2022	Date Revised:
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***I have received, reviewed and agreed to comply with this job description.***

\_\_\_\_\_  
**Employee**

\_\_\_\_\_  
**Date**