



ISIPINGO HOSPITAL

VACANCY: JOINT MEDICAL HOLDINGS

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| DIVISION: | ISIPINGO HOSPITAL |
| JOB TITLE: | RECEPTION – ADMISSION CLERK |
| PURPOSE OF POSITION | |
| Coordination for range of tasks from scheduling of appointments, admissions, managing queries and administration of Finance duties. This position reports to the Reception Supervisor. | |
| KEY PERFORMANCE AREAS | |
| <p>Reception staff will be trained on all aspects of hospital reception duties and will be required to rotate from time to time across the following areas:</p> <ul style="list-style-type: none">• Accurately enter patient demographic and insurance information into the hospital's database.• Verify and update patient information as necessary to ensure accuracy.• Ensure that all required admission forms are completed and signed by patients or their representatives.• Maintain and organize patient records in both paper and electronic formats in compliance with hospital policies and regulations.• Verify Medical Aid cover and obtain pre-authorizations as required for services.• Ensure that patients are informed of financial responsibilities and co-pays prior to admission.• Coordinate with the nursing and hospital bed booking teams to ensure timely and appropriate bed allocation based on patient needs.• Book and confirm patient beds, ensuring availability prior to admission.• Provide patients and their families with important information regarding hospital policies, services, and procedures.• Answer general questions about the hospital's facilities and services.• Assist in admitting emergency patients and ensure they are provided with the necessary documentation.• Manage any special admission requirements for paediatric, geriatric, or critically ill patients.• Ensure patient confidentiality is always maintained in compliance with POPIA and other regulatory standards.• Answer phone calls related to patient admissions, providing assistance or directing calls as necessary.• Provide timely and clear communication regarding patient admissions to relevant departments and staff.• Perform general clerical duties, including filing and photocopying patient-related documents | |



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| COMPETENCIES (The following will be advantageous) | |
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| MINIMUM REQUIREMENTS (Educational Qualifications & Experience) | <ul style="list-style-type: none"> At least 3 years' experience in Patient Admissions, Receptionist, Front of Office Liaison position in a Medical Facility National Senior Certificate Must be able to work shifts when required Must have excellent telephone skills Must possess excellent inter-personal skills Must be able to work independently under minimum supervision |
| SKILLS AND COMPETENCIES (Practical & Technical) | <ul style="list-style-type: none"> Good interpersonal skills with doctors, patients and colleagues is essential Must have excellent telephone skills. Must possess excellent inter-personal skills. Must be able to work independently under minimum supervision. |
| BEHAVIOURAL ATTRIBUTES (Personality Characteristics) | <ul style="list-style-type: none"> Communication, and problem-solving skills. Adaptable, customer-focused, and capable of working well in a team. Attention to detail, empathy, and professionalism are also crucial attributes. Additionally, organizational skills and a commitment to continuous improvement are essential for ensuring smooth operations and providing excellent service to patients and visitors. |
| JMH VALUES (Commitment) | <ul style="list-style-type: none"> Respect for Individual Dignity: We uphold the dignity of every individual. Excellence in Service to Doctors: We ensure top-quality service delivery to our physicians through efficient processes, clear communication, and proactive support, meeting their needs and exceeding expectations. Trust and Development: We aim to nurture trust among our team members and offer training and growth opportunities to help them realise their maximum potential. |
| CV's together with supporting documents should be submitted to: isirecruit@jmh.co.za | |
| <p>Join our team at Isipingo Hospital and contribute to our mission of providing exceptional care to our patients and community. Apply now to become our Admission Clerk and make a difference in healthcare delivery.</p> <p style="text-align: center;">NB: Only short-listed candidates will be contacted.</p> <p style="text-align: center;">Closing date for applications 14 April 2025</p> <p style="text-align: center;">Yours faithfully</p> <p style="text-align: center;">Jenny Bux Group HR Manager</p> | |



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