

POSITION DESCRIPTION
COLUMBUS REGIONAL HEALTHCARE SYSTEM

JOB TITLE	ED GREETER
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JOB CODE	0661
DEPARTMENT	EMERGENCY DEPARTMENT
FLSA (Exempt/Non-Exempt)	NON-EXEMPT
DEPARTMENT DIRECTOR SIGNATURE	
ADMINISTRATIVE V. P. SIGNATURE	
V. P. HUMAN RESOURCES SIGNATURE	
EFFECTIVE DATE	09/24/07
REVISION DATE	07/01/11

DESCRIPTION SUMMARY: Assists patients, visitors and family that arrive at the Emergency Department. Facilitates communication in order to ensure a prompt triage and to manage the waiting process while maintaining a warm and caring image for our hospital. Performs initial "quick registration" before escorting patient into Emergency Department.

EDUCATION, CREDENTIALS AND TRAINING:

Required: High School diploma or equivalent required. Certified Nursing Assistant and listing with the NC Division of Facility Services or training as an Emergency Medical Technician. BLS required.

Preferred: Basic computer application experience; formal training in medical terminology

EXPERIENCE: No experience required. Incumbent should be proficient in basic aspects of the job within 3 months.

OTHER: Ability to work with the public, co-workers and other hospital employees with diplomacy, tact, and confidentiality. Excellent verbal communication skills. Good public relations skills including good telephone etiquette. Good problem solving skills. Ability to work independently with self-direction.

ORGANIZATIONAL RELATIONSHIPS:

Supervises: None

Reports To: Assistant Director of ED

COMMUNICATIONS: Constant communication with Emergency Department patients and family members and other ED staff. Frequent communication with hospital personnel from other areas.

WORKING HOURS AND OVERTIME STATUS: Will work a schedule as assigned by the Director of the ED. Will be expected to work all shifts including weekends and holidays as scheduled. Is considered non-exempt for the purposes of overtime.

DRESS POLICY: Approved departmental uniform.

WORK AIDS: Language line services, telephone, computer, copier, printer, calculators, fax machine and other clerical aids.

WORKING ENVIRONMENT: Will work in a temperature and light controlled environment.

EXPOSURE DETERMINATION: OSHA requires an exposure determination concerning which employees may incur occupational exposure to blood or other potentially infectious materials. The exposure determination is made without regard to the use of personal protective equipment (i.e. employees are considered to be exposed even if they wear personal protective equipment.) This exposure determination is required to list all job classifications in which all employees may be expected to incur such occupational exposure, regardless of frequency. It is the department's responsibility to perform exposure determination for all employees and to list job classifications in one of three categories.

Category 1 includes employees who are routinely exposed to blood borne pathogens

Category 2 includes employees who are not usually exposed, but for whom contact with infectious materials can be reasonably anticipated during the course of their duties.

Category 3 is for employees who are not exposed to infectious materials during the normal operations of their job duties.

This job is rated as a category 2 (1, 2, or 3).

BIOHAZARDOUS DRUGS: As a health care facility which dispenses drugs, some of which have been identified as hazardous by NIOSH, our goal is to provide training and where necessary, personal protective equipment (PPE) to insure employee safety. *See list of hazardous drugs in Pharmacy Policy Manual, Chemotherapy Preparation section. Warning labels will be used to identify drugs requiring special handling or waste disposal procedures. It is the department's responsibility to train in safe handling and disposal. It is the employee's responsibility to follow policies and procedures, and to report situations and/or make recommendations to improve safety. It is also the department's responsibility to perform exposure determination for all employees and to list job classifications in one of three categories.

Category 1 includes employees who are routinely exposed to hazardous drugs.

Category 2 includes employees who are not usually exposed, but for whom contact with hazardous drugs can be reasonably anticipated during the course of their duties.

Category 3 is for employees who are not exposed to hazardous drugs during the normal operations of their job duties.

This job is rated as a category 3 (1, 2, or 3).

KEY ELEMENTS: ED GREETER

Performs duties in such a way as to make triage nurse aware of newly arriving patients and immediately advises nurse of any worsening of patient during wait times, and aid patient flow, with no more than 1 exception as evidenced through feedback from Patient Access personnel or ED staff.

Keeps patients and family members apprised of status of treatment status, room assignment, etc., to reduce stress and/or anxiety as evidenced by 96% positive feedback from patient questionnaires on this subject.

Treats patients, family members and visitors to the ED with professional courtesy and with tact in order to promote goodwill, as evidenced by annual increase in positive feedback from patient questionnaires.

Performs assignments in accordance with established policy and procedure, and within approved time frames with no more than 2-3 noted exceptions per year.

Accurately accomplishes data entry with accuracy, with no more than 2-4 otherwise noted exceptions.

JOB ACCOUNTABILITIES

1. Meets and greets each patient/family and visitor presenting to the Emergency Department promptly and performs quick registration.
 - Accurately performs quick registration in computer system and escorts patient into Emergency Department
 - Obtains patient name
 - Obtains patient date of birth
 - Accurately selects correct medical record number, or if not in the system, allows computer to assign a number
 - Obtains reason for visit
 - Prints face sheet and patient arm band
 - Escorts patient into ED treatment area and places arm band on patient
 - Prepares/handles medical records in compliance with HIM procedures
 - Directs patients/families and visitors to appropriate area
 - Notifies charge/triage nurse immediately for emergency situations.
 - Assists in obtaining information concerning patient's status when appropriate
 - Remains at work station, does not leave without relief for meals and breaks
2. Manages the waiting process, acting as a liaison between patients, families and clinical staff.
 - Works efficiently and effectively to minimize waiting time for customers
 - Minimizes stressors related to lobby wait by communicating with patients and waiting visitors frequently
 - Be supportive of Patient Access and ED staff at all times
 - Answers phone promptly and courteously; handles caller requests and/or takes accurate messages
3. Performs Nursing Assistant duties as needed
 - Provides clinical services as a Nursing Assistant I in compliance with tasks approved by the NC Board of Nursing
 - Personal care (bathing, dressing/undressing, etc.)
 - Body Mechanics (turning or positioning patient, etc.)
 - Nutrition

- Elimination (assisting with bedpan, recording output measurements, etc.)
- Safety (fall precautions, bed rail placements, assist with ambulation, etc.)
- Special Procedures (vitals, height/weight measurements, dressing changes, etc.)

4. Maintains confidentiality at all times.
 - Accurately communicates and/or applies HIPAA policy relevant to admission, transfer, discharge or demise and the release of information regarding patient status
5. Maintains awareness of lobby situations
 - Notifies Environmental Services when spills, etc., occur or when area needs attention
 - Contacts Security when their presence may be required to defuse situations
 - Continually maintains visual surveillance of the ED lobby
6. Operates and maintains assigned equipment and maintains work area
 - Ensures that no damage or undue wear and tear occurs to assigned equipment due to failure to operate or maintain it in accordance with specifications
 - Promptly restock supplies for copier and printer; replaces toner cartridges and other disposable equipment parts as soon as the machine indicates the need
 - Keeps assigned work areas neatly organized on a continuous basis
7. Maintains annual education requirements.
 - Attends monthly ED staff meetings
 - Maintains NAI listing and renews in a timely manner
8. Performs other duties as assigned, while always remaining in the immediate area unless relieved.
 - Accomplishes routine and non-routine miscellaneous assignments in accordance with procedures, instructions and time frames
 - Performs other duties as assigned.