

# Admissions Clerk



**Health**  
South Western Sydney  
Local Health District

---

## What would you do

- Arrange the registration, admission, discharge and bed transfer of patients at a hospital
- Answer telephone calls
- Book patients into hospitals and for elective surgery
- Record patients' personal and health details
- Maintain and check hospital waiting lists
- Inform patients of their date of admission
- Give patients information about admission
- Write letters to patients about appointments and their treatment
- Answer basic queries that patients have about treatment and care
- Allocate rooms for patients
- Organize day and overnight lists of patients
- Conduct finance checks

## You need to be

- Familiar with the hospital and staff routines
- Knowledgeable of the medical services provided by the hospital
- Knowledgeable of booking procedures and timetables
- Able to understand basic medical terminology and how the words are spelt
- Good at planning and organising
- Equipped with good communication and people skills
- Skilled in clerical work, including telephone and keyboard knowledge
- Computer literate
- Calm, friendly and patient in their dealings with patients and their families
- Empathetic and level headed
- Able to keep information private
- Capable of dealing with people from a range of cultures
- Able to work well independently and under pressure

## You will require

Certificate III in Health Administration

## Improve your chances by

- Taking subjects such as English, science and health.
- Completing a course such as medical administration or medical terminology

## Long term possibilities

- Complaints Clerk
- Hospital Admission Clerk
- Information Desk Clerk
- Inquiry Officer
- Allied Health Assistant
- Health Information Manager
- Hospital Ward Clerk
- Medical Records Coder
- Office Administrator
- Payroll Clerk