



Position Title: Patient Registration Clerk
Position Status: Casual
Rate of Pay: \$29.72 - \$31.30 hourly
Posting No.: 25-231
Posting Date: November 6, 2025
Internal Closing Date: November 11, 2025 **Closing Date:** **Externals:** Until Filled

Primary Responsibilities:

- Operating the main hospital switchboard
- Registration of patients
- Processing pre-admissions, admissions, discharges and transfers
- Data entry, data quality and maintenance of patient information
- Daily bed assignments and bed management team member
- Patient scheduling and appointment booking
- Initiate and retrieve records
- Maintain on-call lists
- Overhead paging and the external paging system
- Provide information for visitors
- Generate, monitor and disperse reports

Position Qualifications:

- Graduate of a recognized college level Medical Administrative Program or equivalent which includes medical terminology or graduate of a Hospital Patient Registration Specialist program
- Excellent keyboarding skills with a demonstrated typing speed of at least 50 WPM
- Excellent demonstrated knowledge of Medical Terminology
- Excellent working knowledge of Windows based systems with skills in Word, Excel & Outlook
- Previous experience with hospital information system Meditech preferred
- Excellent customer relations and problem-solving skills
- Excellent communication skills and ability to interact with patients and all disciplines
- Ability to work well with frequent interruptions and manage multiple tasks
- Ability to work as a team member as well as autonomously
- Experience with health information management processes
- Excellent attendance
- Demonstrated commitment to patient rights and patient partnered care
- Adherence to all health and safety policies, procedures and provisions and the recognition and reporting of unsafe hazards and work practices

Hours of Work

Patient Registration is a 24/7-hour operation. Candidates must be available to work shifts: days, evenings, nights, weekends and holidays. Staff are scheduled on a rotational basis.

Interested applicants must submit a current **cover letter and resume** to the nghhr@ngh.on.ca referring to posting number above.

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.

