



CONTINUOUS RECRUITMENT
OPEN-COMPETITIVE EXAMINATION
APPLICATIONS ACCEPTED CONTINUOUSLY TESTS HELD PERIODICALLY

Table with 4 columns: Examination No. & Title, Salary Grade, Beginning Salary, Job Rate. Rows include 20-867 Hospital Patient Services Clerk 1 - SUNY Syracuse, 20-868 Nursing Station Clerk 1 - SUNY Syracuse, 20-869 Hospital Patient Services Clerk 1 - SUNY Stony Brook, 20-870 Nursing Station Clerk 1 - SUNY Stony Brook.

*Salary includes the annual downstate adjustment of \$3,026

Written Test To Be Held
OCTOBER 17, 2015**

Applications MUST Be Submitted or Postmarked By
SEPTEMBER 2, 2015

**Due to the size of the candidate population for this test date, you may be assigned to either Saturday, October 17, 2015, or Sunday, October 18, 2015, to take your test. Your admission notice will tell you where and when you are scheduled to appear. You cannot request a day or time in advance or change your scheduled day or time.

ONLINE APPLICATION PROCESS AVAILABLE at http://www.cs.ny.gov/exams

NO APPLICATION PROCESSING FEE REQUIRED

THE LIST RESULTING FROM THIS EXAMINATION WILL BE USED FOR VACANCIES IN THE SUNY UPSTATE MEDICAL UNIVERSITY IN SYRACUSE AND SUNY UNIVERSITY HOSPITAL IN STONY BROOK ONLY.

IMPORTANT: Verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. Applications received after the filing deadline will be processed for the next available test date.

MINIMUM QUALIFICATIONS: On or before the date of filing your application, you must have had one year of full time clerical (in a health care setting), secretarial (in a health care setting), or patient care experience. ONLY experience in a health care setting will be considered qualifying.

NOTES:

- 1. Appropriate part-time and volunteer experience, which can be verified, will be accepted on a prorated basis.
2. New York State residence is not required.
3. Appointment to any title will remove your name from consideration for appointment to any other title at the same salary grade.

THE POSITIONS: These positions exist in in SUNY Upstate Medical University in Syracuse and the SUNY University Hospital in Stony Brook.

DUTIES: Hospital Patient Services Clerks 1 are assigned to outpatient or inpatient units where they have direct contact with patients. You would obtain and record patient information by interviewing patients either in person or on the telephone for financial, medical, and personal history information. You would also direct patients to the appropriate locations and coordinate with various hospital departments for efficient patient flow. In addition to recording and maintain data on CRTs, you may also explain appointments and procedures to patients, determine hospital bed availability, arrange and schedule appointments, arrange patient transportation for hospital admissions, ensure that patient charts are accurate and in order, ensure the safe handling of patient valuables and payments, issue information for birth and death certificates, and perform miscellaneous clerical duties as required. Hospital Patient Services Clerk 1s may be required to work holidays' weekends; and day, evening, and night shifts on a rotating basis.

Nursing Station Clerks 1 are assigned to either inpatient or outpatient units where there is daily contact with patients. In this capacity, you would screen communications by providing relevant information to appropriate personnel, give information on patient condition within existing policies, and direct visitors to the appropriate locations. You would also process physicians' orders by recording written orders in charts, kardex, flag sheets, or directly into a computer file after review by a Registered Nurse; and by filling out medication tickets and pharmacy requisitions. In addition, you would make emergency calls, receive new admissions, prepare and maintain patient charges, maintain a daily log and clinic log, and perform miscellaneous clerical duties as required. You might also be required to pick up and deliver supplies and records for your unit, and may arrange ancillary appointments and patient transport. Nursing Station Clerk 1s are generally required to work holidays; weekends; and day, evening, and night shifts on a rotating basis.

SUBJECT OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment. The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

- 1. Filing - These questions test your ability to arrange given information into orders specified by directions. You will be asked to arrange a list of names into a file in several different orders (e.g., alphabetically, by name or job title and numerically, by age or by other numeric code). Questions ask what name or number appears in a given position in a specified file order. Knowledge of alphabetical and numerical order is required. No knowledge of particular types of filing systems is needed.
2. Name and number checking - These questions test your ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

SUBJECT OF EXAMINATION (continued):

3. **Spelling in a health care setting** – These questions test for the ability to spell words that are used in written business communications in a variety of health care settings, including mental health facilities, hospitals, and medical research centers.
4. **Understanding and interpreting written material** – These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

Your final score must be 70 or higher in order to pass. Rank on the eligible list will be determined after adding any wartime veterans' and Civil Service Law Section 85-a credits to your final passing score.

HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

WHERE TO APPLY: Mail your completed application to:

- Application Processing, New York State Department of Civil Service, Albany, NY 12239

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

State agencies have an ongoing need for persons qualified for appointment to these positions. Therefore, the Department of Civil Service will accept applications at any time and will schedule the written test whenever additional eligibles are needed. In general, all applications received up to six weeks before a scheduled test date will be processed for that test date. Applications received afterward will be retained for the next scheduled test date.

RETEST POLICY: Qualified candidates may file as frequently as every twelve months, but a new application is required each time.

INFORMATION FOR CANDIDATES

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

Appointment to many positions in State government require candidates to undergo an investigative screening. This may include a thorough character investigation, a Federal Bureau of Investigation Criminal Record History Check, a Child Abuse Registry clearance, or other similar procedures. Candidates may be fingerprinted and may be required to pay any necessary fees for that procedure. Depending on the nature of the job, the criminal convictions discovered, or any falsified or omitted information revealed, the investigative findings may bar appointment or result in removal after appointment.

ELIGIBILITY FOR EMPLOYMENT: You must be legally eligible to work in the United States at the time of appointment and throughout your employment with New York State. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

NEW YORK STATE RESIDENCE IS NOT REQUIRED FOR MOST POSITIONS: However, you must be eligible for employment in the United States.

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

CONTINUOUS RECRUITMENT/ELIGIBLE LISTS: Candidates who meet the qualifications and pass this examination will have their names placed on the eligible list in the order of final scores, regardless of the date on which they filed or took the test. Generally, the names of qualified candidates will remain on the eligible list for two years. Appeal of ratings will not be allowed as the opportunity for retest exists. The Department of Civil Service reserves the right to terminate this special recruitment program.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.