

Impact of Action	Degree
Performs telecommunication and patient registration activities to meet quality and service requirements. Improper data collection will result in inaccurate records, and services may be delayed as a result.	<u>2.0</u>
Leadership and/or Supervision Provides orientation to staff.	<u>1.0</u>
Physical Demands Regular physical effort confined to switchboard and patient registration with little choice of action.	<u>2.0</u>
Sensory Demands Regular sensory effort with multiple demands when operating switchboard, reading, observing clients and filing with periods of competing multiple sensory demands. Listens attentively with little choice of action when registering clients/patients/residents using automated registration systems.	<u>2.5</u>
Environment Occasional exposure to major disagreeable conditions such as aggressive clients/patients/residents and verbal/physical abuse.	<u>3.0</u>

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