



## Job Documentation

<b>JOB TITLE:</b> Patient Access Manager	<b>JOB CODE:</b> C397b
<b>DEPARTMENT:</b> Chase County Medical Clinic-200	<b>STATUS:</b> Non-Exempt
<b>SUPERVISES:</b> Patient Registration/Admitting Representatives	<b>ADDENDUMS:</b> NA
<b>REPORTS TO:</b> Clinic Administrator	<b>EFFECTIVE DATE:</b> TBD
	<b>REVISED ON:</b> TBD

### PRIMARY FUNCTIONS

The Front Office Coordinator is responsible of daily operations within CCCH Clinic admissions/registration department. They will coordinate and schedule patient appointments to satisfy the patient and their family’s needs, as well as fully optimize the clinics efficiently. Other duties of the Medical Office Coordinator include, but are not limited to, managing patient information, handling admissions/registration office duties, filing patient and office information, answering phones and coordinating with admissions/registration staff.

Complies with department and organization-wide policies, Critical Access Hospital and Rural Health Clinic requirements, Safety and Infection Control, all and Federal and State of Nebraska regulation related to the performance of CCCH operations and requirements of the Compliance Program. Participates in professional growth and development.

### QUALIFICATIONS

#### Education and/or Experience

- High school diploma is required
- Mid-Level computer skills are required
- Bachelor’s Degree in Business Administration, Health Care Management, or related field desired
- Experience in supervisory role preferred
- 3 years clinic experience preferred
- RHC experience preferred

#### Certificates, Licensure, Registrations

- BLS within one year of hire required
- RHC Certification within one year of hire required

### GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission
- Maintains patient confidentiality at all times



- Evidence of good grooming, professional manner and conduct
- Ability to exercise professional judgment, courtesy, and professionalism in daily interactions
- Communicates effectively both orally and writing
- Possesses ability to make independent decisions and changes
- Demonstrates teaching skills, understanding and language skills
- Exhibits excellent telephone and computer skills/knowledge
- Proper use of the EMR
- Serve as a role model to colleagues, students and other care providers
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job
- Operates all equipment correctly and safely
- Participate in the clinic QA program, as needed
- Practice Standard Precautions
- Ability to sit, stand, bends and lift as job requires with the possibility of prolonged standing
- Be able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated clinic meetings
- Performs other related duties as assigned

### **SIGNIFICANT DUTIES**

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- Proficient in all duties related to patient registration, scheduling and customer service
- Adjusts phone duties of staff as daily demands fluctuate
- Assists Clinic Administrator and Clinic Supervisor with managerial duties
- Coordinates Patient Access staff schedule
- Assists Clinic Administrator with identifying staffing needs, recruiting, hiring and training of Patient Access positions
- Maintains safe and clean reception to comply with procedures, rules and regulations
- Act as a liaison between patients and medical staff when necessary
- Ensures consistency is being conveyed by documenting and communicating actions and continuing need
- Keeps updated costs and records of office expenses
- Orders front office supplies and keeps supplies stocked fiscally and appropriately
- Completes other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Assists health care providers and other staff with other duties in a team atmosphere
- Handles patient complaints or problems and guides every situation with care
- Monitors team performance and provides necessary feedback
- Annual and performance evaluations of team
- Partners with Clinic Administrator to ensure practice is compliant with RHC regulations
- Assists as needed to troubleshoot any concerns with the Billing Office and Health Information Management
- Assists Clinic Administrator with delegated duties



Utilizes proper body mechanics, transfer/lifting techniques and appropriate equipment to minimize fall risk to patient and injury to self.

**Job Level 1 (Sedentary Work):** Exerting up to 10 pounds of force occasionally, and /or a negligible amount of force frequently. Involves sitting most of the time, but may involve walking or standing.

## Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely (0-25% of day)	Occasionally (26-50% of day)	Frequently (51-75% of day)	Continuously (76-100% of day)	
Lift: light weight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)				X		
Lift: heavy weight (35-50 lbs.)			X			
Walk				X		
Bend				X		
Stand				X		
Sit				X		
Drive			X			
Climb		X				
Squat/crouch				X		
Kneel		X				
Push				X		
Pull				X		
Write					X	
Reach					X	
Grip					X	
Crawl		X				
Vision/read						X
Talk/verbal skills						X
Hear						X
Feel/tactile					X	



Concentrate in distracting environment					X	
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## SIGNATURES

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This job description has been approved by all levels of management.

\_\_\_\_\_  
Manager Date

\_\_\_\_\_  
HR Date

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

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Employee Date