



Job Documentation

JOB TITLE: Patient Access Representative	JOB CODE: S870
DEPARTMENT: Patient Access	STATUS: Non-Exempt
SUPERVISES: N/A	ADDENDUMS: NA
REPORTS TO: Business Office Manager	EFFECTIVE DATE: September 2022
	REVISED ON: TBD

PRIMARY FUNCTIONS

The Patient Access Representative is responsible for interviewing patients to collect required registration data and entering patient information into Hospital/Clinic Information System. Obtains signatures needed for consents regarding HIPAA, private insurance, and Medicare documents. Answers telephone, updates computer records and directs patients as appropriate. The ability to stay focused and multitask are characteristics that must be demonstrated in this position. With the reception staff typically being the first seen by patients, reception staff must show a positive, respectful and professional atmosphere.

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

QUALIFICATIONS

Education and Experience

- High school diploma or general education degree (GED) required
- Basic computer skills are required
- Knowledge of medical terminology preferred
- 6-12 months related experience and training preferred

Certificates, Licensure, Registrations

- First Aid/CPR preferred

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and core values
- 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 with others
- Communicates effectively both orally and written to all disciplines



- 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
- Able to operate all equipment correctly and safely
- Participate in QA programs, as needed
- Practices Standard Precautions
- Ability to sit, stand, bends, and lift as the job requires with the possibility of prolonged standing
- Able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated meetings
- Able to perform other related duties as assigned

SIGNIFICANT DUTIES

- Maintains a thorough understanding of the Registration modules in the information computer system to register patients
- Able to correct or update patient's information in the computer system
- Compile data for occupancy and census records
- Schedule appointments
- Check patient's insurance eligibility
- Obtain and scan insurance cards, HIPAA documentation and patient ID's, signed statements
- Ability to work in all registration areas as needed
- Coordinate communication between patients, family members, medical staff, and administrative staff
- Interview patients or their representatives to identify problems relating to care
- Refer patients to appropriate health care services or resources
- Welcomes patients by greeting them with enthusiasm, in person or on the telephone
- Directs patients to appropriate person and or room
- Maintains safe and clean reception to comply with procedures, rules, and regulations
- Answers, screens, and forwards incoming calls
- Ensures consistency is being conveyed by documenting and communicating actions and continuing needs
- Accepts and processes payments from patients
- Completes other clerical receptionist duties such as filing, photocopying and faxing
- Directs patient complaints to appropriate personnel and guides every situation with care

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



Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely <i>(0-25% of day)</i>	Occasionally <i>(26-50% of day)</i>	Frequently <i>(51-75% of day)</i>	Continuously <i>(76-100% of day)</i>	
Lift: lightweight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)				X		
Lift: heavyweight (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 a distracting environment					X	

SIGNATURES

All levels have approved this job description of management.



Manager

Date

HR

Date

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

Employee

Date