

# Job Description

## Patient Registration/Admitting Representative

**Job Code:** 150200  
**Reports To:** Clinic Office Director  
**FLSA Status:** Non-Exempt  
**Department:** Patient Access

Status: Fulltime 40hrs

Schedule: M-F including occasional Sat mornings

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Responsible for interviewing the patient to collect required registration data and entering patient information into Hospital/Clinic Information System. Obtains required signature for consents, HIPAA and Medicare documents. Answers telephone, updates computer records and directs patients appropriately.

### Basic Skills

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- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Talking to others to convey information effectively.
- Understanding written sentences and paragraphs in work related documents.

### Social Skills

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- Actively looking for ways to help people.
- Being aware of others' reactions and understanding why they react as they do.
- Adjusting actions in relation to others' actions.

### Desktop Computer Skills

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- **Databases** - Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- **Internet** - Using a computer application to create, manipulate, edit, and show virtual slide presentations.
- **Navigation** - Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
- **Spreadsheets** - Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.
- **Word Processing** - Using a computer application to type text, insert pictures, format, edit, print, save, and retrieve word processing documents

## Task

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- Coordinate communication between patients, family members, medical staff, and administrative staff.
- Interview patients or their representatives to identify problems relating to care.
- Maintain knowledge of community services and resources available to patients.
- Refer patients to appropriate health care services or resources.
- Investigate and direct patient inquiries or complaints to appropriate staff members.
- Explain policies, procedures, or services to patients using medical or administrative knowledge.
- Collect and report data on topics such as patient encounters, making recommendations for change when appropriate.
- Continue education, or participate in professional organizations or conferences to keep abreast of developments in the field.
- Ability to complete a patient financial screening for financial reimbursement.

## Work Activities

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- Documenting/Recording Information
- Performing for or Working Directly with the Public
- Assisting and Caring for Others
- Getting Information
- Establishing and Maintaining Interpersonal Relationships
- Communicating with Supervisors, Peers, or Subordinates
- Organizing, Planning, and Prioritizing Work
- Updating and Using Relevant Knowledge
- Interacting With Computers
- Making Decisions and Solving Problems

## Detailed Work Activities

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- Maintains a thorough understanding of the Registration modules in the Information System in order to register patients and able to correct or update database to reflect changes in patient status.
- Ability to interpret insurance information and insurance cards.
- Demonstrate proper use of software application to carry out duties.
- Explain regulations, policies, procedures and schedule of charges.
- Compile data for occupancy and census records.
- Schedule appointments.
- Collects co-pay and TOS payments and other payments/correspondence.
- Ability to check patient insurance eligibility.
- Answer incoming telephone calls.
- Obtain and scan insurance cards, HIPAA documentation and patient ID's, signed statements.
- Ability to work in all registration areas as needed.

## Physical Demands

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Sit Constantly.

Stand/walk frequently.

Lift floor to waist height 30 pounds occasionally; waist to waist 25 pounds occasionally; waist to overhead 20 pounds occasionally. And carry up to 10 pounds occasionally.

Reach overhead frequently standing and turning to reach while sitting frequently.

Fine motor coordination.

Constant compute use.

Visual acuity within normal limits.

## Education/Experience

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High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Signatures

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

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Manager

Date

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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