CHASE COUNTY
COMMUNITY HOSPITAL & CLINIC

Job Description

Job Documentation	
JOB TITLE: Patient Access and Clinic Services Manager	**JOB CODE:**
DEPARTMENT: CCCH Clinic / Patient Access	**STATUS:** Exempt
SUPERVISES: All Clinic & Specialty Departments	**ADDENDUMS:** NA
REPORTS TO: Chief Executive Officer (CEO)	**EFFECTIVE DATE:** TBD
	REVISED ON: TBD

PRIMARY FUNTIONS

The Patient Access and Clinic Services Manager is responsible for the administrative and operational management of centralized patient scheduling, assigned registration/admission functions, physician clinic operations, and specialty clinic services at Chase County Community Hospital and Clinics. The position supervises assigned patient access personnel, the Clinic Nurse Manager, and designated clinic and nursing staff. The Manager is accountable for staffing, employee performance, timecard approval, departmental budget management, patient access, operational efficiency, and service quality.

The Manager reports directly to the Chief Executive Officer (CEO) and coordinates with the Chief Nursing Officer (CNO) regarding nursing practice, clinical competencies, nursing education, clinical quality, and patient safety responsibilities affecting clinic operations. The position supports safe, efficient, patient-centered services consistent with CCCH policies, regulatory requirements, and the mission and values of the organization.

QUALIFICATIONS
Education and/or Experience

- Bachelor's degree in healthcare administration, business administration, nursing, or a related field preferred.
- Associate degree with substantial relevant healthcare management experience may be considered.
- Healthcare experience required; experience in clinic administration, patient access, centralized scheduling, registration, or healthcare operations preferred.
- Prior supervisory or management experience required.
- Experience supervising clinic operations, nursing personnel, or specialty services strongly preferred.
- Experience with departmental budgeting, staffing management, employee relations, and performance improvement preferred.
- Equivalent combinations of education and relevant experience may be considered.

SIGNIFICANT DUTIES

Centralized Patient Scheduling and Registration

• Directly supervise employees responsible for centralized patient scheduling and assigned registration/admission functions.
• Oversee scheduling for physician appointments, specialty clinics, hospital services, and other designated services.

• Establish standardized scheduling procedures to promote accuracy, efficiency, appropriate appointment utilization, and timely patient access.
• Monitor appointment availability, scheduling accuracy, cancellations, rescheduling, referrals, and patient access.
• Ensure required patient demographic, insurance, and registration information is collected and maintained accurately.
• Coordinate with billing, registration, clinical departments, and support services to resolve scheduling and registration concerns.
• Oversee assigned insurance verification, authorization, and referral coordination in collaboration with responsible departments.
• Evaluate staffing levels and workflows based on patient volumes, workload, and operational needs.
• Develop staff training, performance expectations, and procedures to support consistent service delivery.
• Address patient complaints and concerns involving scheduling and registration.

Physician Clinic and Specialty Clinic Management

• Provide administrative and operational oversight of physician clinic and specialty clinic services.
• Supervise the Clinic Nurse Manager and designated clinic personnel, including nursing staff, consistent with delegated authority and applicable professional practice requirements.
• Hold the Clinic Nurse Manager accountable for nursing operations, staff supervision, scheduling, workflow coordination, and compliance with applicable policies and standards.
• Coordinate with the CNO regarding nursing practice standards, clinical competencies, nursing education, clinical quality, and patient safety responsibilities affecting clinic operations.
• Collaborate with the CNO and Clinic Nurse Manager to address clinical practice concerns, competency deficiencies, patient safety risks, and improvement opportunities.
• Coordinate administrative decisions affecting clinic staffing, scheduling, and workflows with the CNO when they may affect nursing practice, clinical competency, or patient safety.
• Coordinate provider schedules, clinic staffing, appointment availability, room utilization, and daily operational requirements.
• Work with specialty providers and their offices to coordinate clinic dates, referrals, records, and follow-up appointments.
• Monitor clinic productivity, appointment utilization, patient volumes, staffing costs, and operational performance.
• Coordinate clinic operations with laboratory, radiology, rehabilitation services, registration, billing, and other hospital departments.
• Identify opportunities to improve patient flow, reduce delays, maximize provider availability, and improve patient experience.
• Assist with planning and implementation of new specialty services and improvements to existing services.

Employee Supervision and Personnel Management

• Supervise assigned centralized scheduling, registration/admission, and clinic personnel, including the Clinic Nurse Manager and designated nursing staff.
• Establish clear performance expectations and hold employees accountable for their responsibilities.
• Participate in recruitment, interviewing, hiring recommendations, onboarding, and retention initiatives.
• Develop staffing schedules and ensure appropriate coverage based on patient volumes and operational requirements.
• Approve employee timecards and ensure timekeeping records are accurate and submitted according to payroll deadlines.
• Administer employee discipline within delegated authority and in accordance with organizational policies and applicable employment laws.
• Conduct performance evaluations, provide coaching, address performance concerns, and implement corrective action as appropriate.

• Recommend staffing changes, including additions, reductions, position restructuring, and reassignment of duties, based on operational needs, productivity, and budgetary requirements.
• Monitor attendance, productivity, training completion, and adherence to organizational policies.
• Consult with the CEO and Human Resources regarding significant personnel matters, complex disciplinary issues, and employment decisions requiring additional approval.

Budget and Financial Management

• Develop, manage, and monitor approved departmental budgets for assigned areas.
• Monitor salaries and wages, overtime, staffing expenses, and other departmental expenditures.
• Evaluate staffing patterns and resource utilization to maintain appropriate service levels while supporting organizational financial objectives.
• Recommend staffing adjustments, workflow changes, and cost-containment measures when necessary.
• Monitor clinic operational performance and identify opportunities to improve financial sustainability.
• Ensure expenditures remain within approved budgetary parameters and follow organizational purchasing and financial policies.
• Provide the CEO with updates regarding departmental financial performance, staffing needs, operational challenges, and recommended corrective actions.

Patient Experience, Compliance, and Quality

• Promote a professional, welcoming, and patient-centered environment throughout scheduling, registration, and clinic operations.
• Monitor patient feedback and address concerns involving access, scheduling, registration, and clinic services.
• Identify barriers to timely access to care and implement appropriate solutions.
• Ensure assigned operations comply with applicable federal and state requirements, organizational policies, HIPAA, and healthcare regulatory standards.
• Ensure employees follow established procedures for registration, documentation, patient identification, scheduling, and information handling.
• Oversee administrative compliance and ensure staff complete required education and training within established deadlines.
• Participate in audits, quality improvement initiatives, regulatory readiness activities, and operational reviews.
• Identify and report operational risks, patient safety concerns, privacy issues, and compliance deficiencies.
• Collaborate with the CNO, Clinic Nurse Manager, and clinical leadership on clinical quality and patient safety concerns.

Operational Planning and Communication

• Establish departmental goals and measurable performance expectations in collaboration with the CEO.
• Monitor key indicators related to patient access, scheduling accuracy, appointment utilization, clinic volumes, staffing productivity, patient satisfaction, and budget performance.
• Evaluate processes and implement approved improvements to increase efficiency and reduce unnecessary delays.
• Develop and maintain operational policies, procedures, and workflows for assigned departments.
• Participate in leadership meetings, strategic planning, performance improvement activities, and other meetings within CCCH.

• Maintain effective working relationships with the CNO, Clinic Nurse Manager, physicians, specialty providers, hospital leadership, and support departments.
• Communicate operational changes, policies, procedures, and expectations to assigned employees.
• Perform other duties as assigned by the CEO.

Authority and Accountability

The Patient Access and Clinic Services Manager reports directly to the CEO and is responsible for the administrative and operational performance of centralized patient scheduling, assigned registration/admission functions, physician clinic operations, and specialty clinic services. Within delegated authority, the Manager may supervise assigned employees, approve timecards, administer discipline in accordance with organizational policies, manage approved departmental budgets, develop staffing schedules, and recommend staffing changes and operational improvements.

The Manager is accountable for staffing, employee performance, patient access, operational efficiency, budget compliance, patient satisfaction, and administrative compliance within assigned areas. The Manager coordinates with the CNO regarding nursing practice, clinical competencies, nursing education, clinical quality, and patient safety responsibilities affecting clinic operations. The Manager retains administrative supervisory authority, while the CNO provides nursing leadership and guidance on clinical practice standards and nursing-related patient safety matters.

The Manager, CNO, and Clinic Nurse Manager will collaborate to address clinical practice concerns, competency deficiencies, patient safety risks, and nursing performance issues. Clinical decision-making and professional nursing responsibilities remain with appropriately qualified and authorized practitioners. Administrative supervision does not supersede professional nursing judgment or designated clinical oversight responsibilities. Significant personnel actions, expenditures outside approved budgets, and operational changes requiring executive approval must be submitted to the CEO or other designated authority.

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and values.
- Maintains patient confidentiality and appropriately handles sensitive information.
- Promotes a positive culture, accountability, teamwork, and service excellence.
- Exercises professional judgment, courtesy, and professionalism in daily interactions.
- Demonstrates effective verbal and written communication skills.
- Reads, analyzes, and interprets operational documents, financial reports, policies, and regulatory requirements.
- Identifies errors and problems, collects information, establishes facts, and draws sound conclusions.
- Demonstrates organization, attention to detail, problem-solving skills, and ability to meet deadlines.
- Maintains technical proficiency and operational knowledge of equipment and systems used in assigned areas.
- Participates in required education, training, department meetings, and professional development opportunities.
- Observes and reports potential or actual process concerns and actively seeks resolution.
- Shares knowledge and expertise through staff training and orientation.
- Participates in CCCH committees, performance improvement, quality initiatives, and activities supporting hospital and clinic operations.
- Performs other duties as assigned. Duties may evolve as organizational needs, policies, and training requirements change.

Reasonable accommodations will be reviewed and modifications may be made in accordance with applicable ADA requirements.

Physical requirements: Primarily office- and clinic-based work. The position requires the ability to sit, stand, walk, communicate effectively, use a computer, and move throughout hospital and clinic facilities as needed. The employee must be able to perform the essential functions of the position, with or without reasonable accommodation. There will be opportunities for other duties as this position may evolve and policies and training may change. Reasonable accommodations will be reviewed and modifications may be made according to ADA guide lines.

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**	

SIGNATURES

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

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Manager Date

_____

HR Date

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

_____

Employee Date