

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Registration Clerk/Receptionist
<b>REPORTING RELATIONSHIP</b>	<b>Manager of Registration and Central Scheduling</b>
<b>POSITION SUMMARY</b>	Arranges for the efficient and orderly registration (admission) of inpatients and outpatients. Ensures that accurate and complete patient insurance information is collected and that patients are aware of hospital policies and procedures. Responsibility includes all admitting functions, educating patients about their insurance coverage, asking to collect amounts due, and occasional reception/cashier duties. Duties will be performed in a courteous and professional manner in keeping with quality patient care. At all times patient confidentiality will be respected.

## POSITION ACCOUNTABILITIES

1. Performs all other duties as assigned or requested, including but not limited to Patient Registration.
2. Greets all customers in a prompt, courteous and professional manner.
3. Completes registration and, when applicable, orders all labs and x-rays in the EPIC system.
4. Copy all insurance cards and verify coverage using CSNAP, web-denis, passport, or payers' websites. Copies driver's license (check both sides and copy both sides). On motor vehicle accidents collect Auto insurance information.
5. Explain patients' insurance coverage to them since many do not understand what is covered, or their deductible, coinsurance, copay and what it means. Ask patients if they can pay their financial responsibility (out-of-pocket costs). Complete forms, enter payments in EPIC, and give receipts. If patients cannot pay, complete the payment card and self-addressed envelope, so they can mail a payment.
6. Obtains necessary signature of consent for treatment and signature on all other appropriate forms according to the type of admission.
7. Inspires confidence from patients, visitors and staff by performing and communicating in a highly professional manner at all times.
8. Shares responsibility for creating preregistrations and registrations for outpatients, inpatients and swing bed patients, as required.
9. Demonstrates an ability to learn and use EPIC effectively and accurately to register (admit) inpatients and outpatients.
10. Always verifies the patient's legal name and correct spelling and determines any other changes in previously listed information, addresses, and insurance. Obtains current emergency notification information (i.e. name, address, and telephone numbers).
11. Consistently spells information collected so that it is accurate and uses appropriate medical terminology.
12. Enters information accurately into EPIC and other systems and forms.
13. Provides assistance, guidance, and direction to visitors and patients. Ascertains the nature of their business; assists and/or directs visitors and patients to various locations in the hospital when appropriate.
14. Inspires confidence from patients, visitors and staff by performing and communicating in a highly professional manner at all times.

15. At all times patient confidentiality will be respected.
16. Courteously answers the telephone and routes all incoming calls to the appropriate destination
17. Receives payments from patients for their healthcare services, visitors and staff and is well versed on the procedures.
18. Receives messages, flowers, newspapers, and other items; notifies appropriate personnel. Arranges for the delivery of items to patients and appropriate personnel. Calls for a volunteer when necessary.
19. Takes accurate telephone messages and repeats key information to ensure accuracy. When applicable, refers messages to responsible parties on a timely basis.
20. Consistently shows the ability to recognize and deal with priorities.
21. Complete and workable knowledge of telephone console and voicemail system.
22. Operates public address system with clarity and professionalism. Abides by criteria for using the public address system as stated in departmental policies.
23. Sorts and distributes incoming mail to correct mail boxes/locations. Weighs and affixes postage to outgoing mail/parcels being sent to domestic and international destinations.
24. Collects/transport mail to and from post office when requested. Transports money to the bank for change as needed.
25. Monitors level of available postage in meter and submits check request for postage when needed.
26. Balances the cash drawer on a daily basis.
27. Operates and maintains fax and copy machine. Sends and receives faxes according to instructions as requested. Records required information on Fax Log. Understands and performs troubleshooting methods, and repair procedures for the fax and copy machine.
28. Monitors and reorders supplies as needed through requisition procedure when needed.
29. Disposes of confidential documents and recycling according to departmental policies and procedures.
30. Responds to changes in the work schedule as necessary, continually uses time to the department's best advantage, collecting information and updating information files, and working on special projects, training, etc.
31. Communicates with the next shift regarding the status of the department (i.e. shift report, work left uncompleted or unresolved situations). As time permits, the next shift should complete these assignments.
32. Works well with co-workers and other corporation employees.
33. Attends in-service programs required by the hospital in addition to specific programs geared to the needs of the department.
34. Attends meetings as required, or requested.
35. Rotates shifts as required including weekends and holidays.
36. Accepts responsibility to "fill in" for co-workers during breaks and lunch periods including switching time periods when necessary to accommodate another Patient Registration Clerk.
37. Understands completely the role of the position in the event of a local disaster. Reviews manual regularly and keeps the manual updated.
38. Has a complete understanding of the hospital fire and safety procedures as contained in the Fire and Safety Manuals. Keeps manuals updated.
39. Maintains established departmental and hospital objectives, quality assurance, safety, environmental, and infection control policies and procedures.
40. Assists in updating and revising Front Office Policies and Procedures.
41. Consistently coordinates work to achieve maximum productivity and efficiency during the assigned shift. Strives to perform as a team member.
42. Maintains work area in a neat and clean fashion.

- 43. Watches for transient guests who do not appear to be visiting anyone in the hospital. Reports unusual appearance to security/maintenance for contact/surveillance purposes.
- 44. Has visitor, rep, etc sign in. They list their name, time in, reason or department they are here to visit, signature and time out and initial. They will then give this person a visitor badge/ sticker to wear while they are within our facility.

### **QUALIFICATIONS**

High School diploma or equivalent. Medical Office Assistant program preferred.

### **EXPERIENCE & SKILLS**

Telephone etiquette, message taking and direct contact with the public.  
Excellent interpersonal and communication skills.  
Must be able to prioritize and deal with stressful fast-paced office situations.  
Typing and computer skills required.

Basic clinical evaluation and assessment skills are required for all age groups of patients services by the facility for which the individual may be involved in the patient care including neonatal, pediatric, adolescent, adult and geriatric patients.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee are frequently required to sit; dexterity with computer and other office equipment. Move intermittently throughout the day.

### **Work Conditions**

Typical stresses of health care environment

***We are an Equal Opportunity Employer***