

JOB TITLE: Patient Registration Clerk	DEPARTMENT: Registration/Pre-Service Department	POSITION OF SUPERVISOR: Patient Registration Lead
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK:	EFFECTIVE DATE:

Position Summary:

The Patient Registration Clerk provides administrative support. The Patient Registration clerk will courteously greet all patients in person and on the phone in a timely manner. The Clerk is responsible for the accurate and efficient entering of patient information into the Electronic Health Record through the Registration Conversation. The Clerk will enter, update or verify patient demographics, insurance and copayments for every encounter. The Clerk is responsible for verifying insurance eligibility. The Clerk is responsible for collecting and posting insurance copayments and patient payments.

Qualifications: At all times, the employee shall possess the following qualifications set forth below.

Education/Training:	High school diploma or GED
Experience:	Proficient typing skills and experience with using computers. 1-3 year of Customer Service experience. Cerner or other EMR experience preferred
Special Skills, Licenses or Certifications:	Basic computer knowledge
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly conveys thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Lifting a minimum of 25 pounds. • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations. • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.

	<ul style="list-style-type: none"> • In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.
Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
Cross-Training of Position:	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Call Center, Discharge Desk, and Authorizations.

Standard Job Requirements: *At all times, employee shall satisfy the following requirements:*

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Checks email at least once daily when on shift.
12. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
13. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
14. Respect the importance of compliance and quality programs and support the same.
15. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
16. Participate in employee training, Disaster Preparedness and emergency events.
17. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

1. Answer all incoming calls in a polite and professional manner.
2. Courteously greet all patients in a timely manner.
3. Collect and accurately document all required patient demographic information.
4. Collect and accurately document all patient insurances.
5. Verify insurance eligibility for all insured patients.
6. Scan patient's identification and insurance cards into the electronic health record.
7. Insure all necessary documents (Conditions of Admission, Clinic Consent, HIPAA form) are signed by the patient.
8. Place identification armbands on patient for specific encounter types.
9. Collect and post patient copayments to the appropriate accounts.

10. Accept and document patient payments to the appropriate accounts
11. Inform patients of financial assistance options and responsibilities.
12. Print out next day schedules.
13. Monitor incoming faxes and assign to appropriate staff.
14. Assist patient with records request or release forms.
15. Educate patients by providing them with general and/or specific clinic information.
16. Educate patients on new policies or programs as instructed by Administration.
17. Complete all opening and closing duties in a timely manner.
18. Provide EHR registration support for all staff members.
19. Attend all staff meetings and trainings.
20. Obtain proficiency in the following computer systems: Cerner, Microsoft Word and Outlook.
21. Can perform all the standard job requirements.
22. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
Human Resources Director		
(Human Resources – Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)