

Job Title: Patient Access Representative
Department: Patient Access
Classification: Non-Exempt
Reports to: 1. Supervisor, Patient Access
2. Director, Patient Access
3. Vice President of Revenue Cycle Services

Summary

Under the general direction of the Patient Access Supervisor, the Registrar performs a variety of duties necessary for the intake and registration of patients as well as other clerical duties relative to the department.

Essential Functions

- Complies with Titusville Area Hospital's (TAH's) policies and procedures, accreditation agency requirements, and federal, state or local law and regulations
- Perform functions associated with registration of TAH patients including but not limited to accurately verifying patient demographic, guarantor and insurance information; estimation of patient financial responsibilities; and pre-service collections
- Face-to-face interactions with patients on a daily basis
- Create/Access/Edit patient records in the patient registration system in accordance with established policy and procedures to minimize duplicate medical records and record accurate information
- Inform patients of Advanced Directives, Patient Bill of Rights, Financial Agreement and general patient information about their hospitalization/encounter
- Ensure all patient financial liabilities are communicated and collected in accordance with insurance benefits, departmental policies and federal, state or local laws and regulations
- Provide patients with contact information for the Financial Counselor as requested or as appropriate
- Follow up on missing authorizations
- Work collaboratively with Pre-Service Specialists, Financial Counselors, providers and individual departments to coordinate patient services as necessary and ensure wait times are minimized
- Contact patients and physicians' offices as needed to verify data or obtain information
- Follow up on unresolved patient accounts in a timely fashion
- Complete spreadsheets required for tracking purposes
- Assist as needed or when directed with training
- Review and respond to quality monitors in accordance with departmental policy
- Recognize, document and alert supervisor of trends in patient complaints and system issues
- Relieve other Patient Access personnel for breaks and time off as needed
- Perform other duties as assigned by the Supervisor/Director and/or VP – it is understood that this job description lists typical duties for the classification and is not to be considered inclusive of all duties that may be assigned

Education/Experience

- High School Diploma or equivalent required

- Working knowledge of computer-based applications and strong PC/keyboard skills with a minimum typing speed of 30 wpm
- Registration experience in a healthcare environment preferred
- Completion of a Medical Terminology course preferred

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making
- Knowledge of hospital registration, pre-registration or financial counseling preferred
- Understanding and working knowledge of medical insurance benefits, managed care, Medicaid and Medicare regulatory requirements preferred

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands include: Frequent sitting and keyboarding/ Occasional lifting/carrying and pushing/pulling up to 50 pounds; Occasional climbing, balancing, bending, stooping, kneeling, crouching, reaching, handling, fine manipulation, grasping, overhead lifting and feeling.

Positions Supervised

None