



## JOB DESCRIPTION

**TITLE:** Patient Registration Lead  
**DEPARTMENT:** Physician Practices  
**REPORTS TO:** Admissions Manager  
**FLSA:** Non-Exempt

### SUMMARY OF JOB:

Responsible for the operations of the Check-in department which includes: check-in, switchboard, receptionists and mail. In coordination with the Admission Manager, establishes departmental goals in support of the hospital's mission, vision, values and strategic initiatives.

### RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Completes administrative tasks by:
  - a. Elevates issues as appropriate to the admission manager.
  - b. Responsible for weekly statistical reports and coordination of staffing. Maintains schedule for appropriate coverage for Check-in area
  - c. Assists with yearly evaluation for the department.
  - d. Help fill in for absences within the department when short staffed
  - e. Assist manager with benchmarking goals. Monitor and evaluate employees' progress and maintaining individual and departmental goals.
  - f. Reports to Admissions Manager daily on issue and or problems that arise.
  
2. Completes admitting functions maintaining a 95% accuracy rate.
  - a. Collects all relevant demographic information for patient at time of registration.
  - b. Verifies all demographic information with patient and documents for record.
  - c. Verifies all patient insurance information before time of service and documents for records.
  - d. Receives service request and/or orders from physicians.
  - e. Obtains all necessary patient consents and authorizations in complete and timely manner.
  - f. Collects financial paperwork (ie. patient responsibility statement, etc.) and copayment as required.
  - g. During contact, collects and system documents accurate insurance information for patient.
  - h. Attempts to locate patient/guarantor through direct contact, letter, or other means.
  - i. Follows up with patient in timely and personable manner should information be found to be incorrect/incomplete.

3. Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High school diploma or equivalent training with one (1) year of related experience  
OR equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

- Attends annual compliance and privacy training.
- Responsible for complying with all federal, state and local rules and regulations.
- Must comply with the Code of Conduct Guide.
- Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.
- Reports any conflict of interest or relationship immediately.

**HIPAA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date