JOB DESCRIPTION

TITLE: Patient Registration
DEPARTMENT: Emergency Room
REPORTS TO: ER Director
FLSA: Non-Exempt

SUMMARY OF JOB:
Responsible for patient-facing registration and associated tasks, which include information collection and validation in the Emergency Room. Insurance related tasks include verification, medical necessity screening, and collection of co-payments and associated paperwork. Additionally, this position will activate registrations, report admissions & transfers.

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 admitting functions for outpatients and ER patients maintaining a 95% efficient rate through quality assurance process.
   a. Collects all relevant demographic information for patient at time of contact. Verifies all demographic information with supporting paperwork if necessary (i.e. Driver’s license, address, etc.) and documents of records.
   b. Collects accurate insurance information for patient at time of contact.
   c. Verifies all patient insurance information at time of service and documents for records.
   d. Follows up with patient in timely and personable manner should information be found to be incorrect/incomplete.
   e. Scans ID and insurance card into Quick Chart

2. Admits patients to the hospital.
   a. Explains and obtains all necessary patient consents and authorizations in a complete and timely manner.
   b. Complete Medicare Secondary Payer questionnaire on all registration, if applicable.
   c. Collects financial paperwork (i.e. Patient responsibility statement, etc) and copayment as required.

3. Provides coordination of care of ER patients by assisting physicians
   a. Order entry oversight by ensuring all orders are completed.
b. Notifies physician offices, for Emergency Department Physician, regarding consults and admissions.
c. Notifies ancillary departments and tracks information for Trauma alerts and activations.
d. Overhead pages all Codes throughout the hospital.

4. Phone etiquette
   a. Answers phone appropriately and transfers as needed.
   b. Utilizes zippit to notify ancillary departments of needs based in the ED.

5. Responsible for office supply ordering through Staples, Capital Business or Material Management.

6. Assist in the Admission process by getting order sets and medication reconciliation forms from the computer.

7. Shares knowledge with other staff as appropriate. Assist with orientation of new staff.

8. Any 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 with one (1) year of related experience and/or training
OR
Equivalent combination of education and experience.
Medical Terminology

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.

___________________________________________________   _________________________
Employee Name & Signature                        Date

___________________________________________________   _________________________
Supervisor Name & Signature                       Date