



JOB DESCRIPTION

TITLE: Rehab Support Specialist
DEPARTMENT: Physician Practices
REPORTS TO: Practice Administrator
FLSA: Non-Exempt

SUMMARY OF JOB:

Responsible for supporting the Grand Valley Orthopedics Therapy Department clinicians by performing duties of patient registration/admission, scheduling, insurance authorization, charge data entry, and general clerical/clinic duties.

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. Performs office duties of receiving, scheduling, and admitting patients
 - a. Serves as first point of contact for Grand Valley Orthopedics Therapy Department, answering phones and greeting patients upon arrival; Documents all calls accurately and timely
 - b. Manages schedules for physical, occupational, and hand therapy programs.
 - c. Verifies patient demographic information, obtains pertinent insurance information, and registers/admits patient
 - d. Verifies insurance eligibility and authorization
 - e. Verifies medical staff status for out of town/state physician referrals, as well as local physicians not currently in our system
 - g. Notifies appropriate staff when patients arrive for appointments
 - h. Maintains reception area/lobby in an orderly manner
 - i. Efficiently performs general clerical duties (i.e. copy, fax, phone calls, paging system, mail runs)
 - j. Demonstrates the ability to be flexible, organized, and to function in a fast-paced environment

2. Demonstrates an understanding of providing financial support as they relate to office management efficiency, including budgeting, staffing, billing/coding, and procedural planning tasks.
 - a. Ensures that ICD-10 treatment diagnosis code information is completed by therapists and sent to Coders for data entry
 - b. Accurately enters daily billing charge codes as provided by the treating therapist

- c. Collects and records co-payments, forwarding deposits to Cashier for processing
 - d. Demonstrates an understanding of supply/inventory costs; Drafts purchase orders for office and patient care needs
3. Maintains accurate medical record information in patient charts
- a. Obtains signatures on HIPAA Consent, Conditions of Admission, Release of Information, and other forms as necessary
 - b. Completes new chart set-up, verifying necessary forms are completed and placed appropriately in chart prior to therapist evaluation
 - c. Maintains patient sign-in labels on appropriate form at front desk and places in chart prior to discharge
 - d. Verifies all pertinent information is present in patient charts prior to discharge
 - d. Maintains accurate filing system
 - f. Responsible for discharging patients from the computer system following dismissal from therapy services
 - g. Responsible for flow of patient medical record information to physician offices, insurance providers, Billing department, etc.
4. Participates in departmental, hospital, and community activities that promote department operations and program development for Community Hospital
- a. Assists in preparing productivity reports, outcomes measurement reports, physician referral patterns, meeting minutes, etc. as requested
 - b. Recognizes the need for ongoing professional development to follow best practice standards. Seeks opportunities to gain new knowledge and skills, utilizing these newly acquired skills to promote growth and development of the department and hospital
 - c. Makes call back phone calls to discharged patients
 - c. Assists therapists as needed
5. Provides an environment conducive to safety for patients, visitors, and staff. Complies with appropriate and approved safety standards. Cleans work area and equipment following treatments per department policy.
6. Performs other duties as assigned to support the overall effectiveness of the department and the organization.

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; past healthcare experience preferred, preferably in physical rehabilitation.

SPECIAL SKILLS:

Microsoft Office, WebPT/Electronic Health Record (EHR) experience a plus

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 position requires moderate to strenuous physical work, including heavy lifting, pushing, or pulling of objects (i.e. humans) up to 20-50 pounds frequently and/or up to 75 pounds occasionally (i.e. transfers from bed to chair). 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.

RESTRICTED ACCESS: A workforce member with restricted access will have limited access to protected health information as described in the job description only as needed to perform job duties. A workforce member in this category may not access a patient’s entire record, except when the access is specifically identified as the amount that is reasonably necessary to perform the staff person’s job duties.

UNRESTRICTED ACCESS: A workforce member with unrestricted access will have full access to protected health information, including a patient’s entire record, for accomplishing intended purposes.

NO ACCESS: A workforce member whose job duties do not require any access to protected health information will be prohibited access. However, a staff person with no access may, in the performance of his or her duties, be exposed to incidental use and disclosure.

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