



GOODLAND REGIONAL MEDICAL CENTER **JOB DESCRIPTION**

JOB TITLE: Patient Service Representative

RESPONSIBLE TO: Clinic Administrator

JOB SUMMARY & SKILLS NECESSARY: Dependent upon assignment within the department, responsibilities may include pre-registration, registration, payer identification and verification, referral to financial counseling, and point of service collections. Vital functions include: timely, accurate and complete data gathering and entry in the electronic medical record of patient demographic and benefit information, verification of benefits eligibility and limitations, coordination of benefits, determination and collection of patient's financial responsibility at the point of service, and satisfaction of regulatory requirements (medical necessity determination, Medicare Secondary Payer completion and coordination of benefits, Important Message from Medicare issue and signage (inpatients), HIPAA, and EMTALA (Emergency Department)). May be expected to serve in all patient registration areas including, and not limited to Goodland Regional Medical Center hospital inpatient and outpatient services (Acute Care, Emergency Room, Surgery, Lab/Rad, Therapy, etc.), High Plains Regional Dialysis, Specialty Clinic and Goodland Family Health Center. Ability to communicate concisely and clearly is important. Essential is the ability to provide excellent customer service to patients, patients' family members, healthcare providers, medical staff offices, and peers.

ESSENTIAL JOB FUNCTIONS:

1. Demonstrates behaviors consistent with organizational mission & goals.
2. Demonstrates practices to keep all medical information confidential.
3. Demonstrates behaviors that promote positive patient/staff relations.
4. Comes to work as scheduled; arrives for work on time and is ready to perform duties when shift begins.
5. Demonstrates proper safety practices in carrying out job duties.
6. Appearance is appropriate to job duties; wears identification on duty.
7. Demonstrates appropriate job competencies.
8. Complies with organizational policies in course of duties.
9. Demonstrates ability to safely assist patients with transfer, lifting, or rendering aid on the facility campus.
10. Accepts responsibility for information contained in the employee files within SQSS.
11. Schedules new & return appointments; explains registration process and provides directions to patients.
12. Answers telephone in professional, courteous manner and directs phone calls or messages to the appropriate personnel or department.
13. Prioritizes work and provides prompt, efficient service to staff, patients and visitors.
14. Meets policies and procedures, QA, Safety and Infection Control standards of the area.
15. Able to delegate time within multiple units of the facility as needed.
16. Performs all elements of the patient intake process with proven accuracy:
 - a. Master Patient Index inquiries performed using established identifiers. Patient types are correctly assigned.

- b. Demographic information is collected/updated in the electronic medical record, including but not limited to: emergency contact, telephone numbers, and guarantor.
 - c. Benefits are identified, verified, coordinated, and entered in the electronic medical record.
17. Medicare requirements are fulfilled:
- a. Medicare Secondary Payer (MSP) Questionnaire is completed with the patient, stored with the account, and benefits are coordinated correctly.
 - b. Important Message from Medicare is issued and patient's signature is obtained upon admission.
 - c. Retirement dates are obtained.
18. Determines and informs patient/guarantor of financial responsibility and collects at point of service, issuing receipts as appropriate.
19. Appropriately documents notes and reviews notes on each account.
20. Consistently provides explanations and information to the patient and obtains signatures as appropriate on the Consent to Treat and Release of Information form.
21. Patient ID, insurance cards, eligibility responses, and signed consent are scanned clearly and consistently to the patient's account.
22. Consults other departments as needed to facilitate interdisciplinary approach to patient visits.
23. Responsible for understanding clinic & hospital policies and communicating such to patients and families.
24. Fosters positive public relations for the organization, internally and externally with all customers.
25. Establishes a customer friendly environment that treats patients and families with respect and dignity and reflects positively on GRMC's mission, vision, and values.
26. Maintains a good working relationship with clinic staff, medical providers, and hospital service areas.
27. Participation in in-service training as well as other opportunities for professional development as assigned by GRMC management.
28. Performs all other duties as may be assigned by management staff.
29. Willingness to cross-train with GRMC/GFHC billing staff as needed.

POSITION QUALIFICATIONS:

Minimum Education: High school diploma or GED. Additional clerical/business training preferred.

Minimum Experience: Will consider new clerical/business school graduates. Prefer 2-3 years professional experience as receptionist or a related capacity.

PHYSICAL DEMANDS: (Please indicate appropriate code for each from those below)

Stand: Frequently
 Walk: Frequently
 Sit: Frequently
 Squat/Kneel: Occasionally
 Bend: Occasionally

Lift/Carry:
 10-25 pounds: Occasionally
 26-40 pounds: Occasionally

Push/Pull:
 10-25 pounds: Occasionally
 26-40 pounds: Occasionally

****Reasonable accommodations may be made to enable individuals with disabilities to perform the position accountabilities without compromising patient care or departmental efficiency. However, should it be determined that the employee cannot meet the position accountabilities with or without accommodation, it is the right of GRMC to release the individual under Kansas "Employment at Will" doctrine****

Working conditions: Mostly sedentary work within medical office setting with some minor lifting and/or carrying involved in normal course of work duties. Clinic reception personnel are asked to assist in keeping work areas clean & uncluttered at all times to provide a positive image for incoming patients and family members.

Professional Requirements:

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Acknowledgement:

I hereby acknowledge that I have received a copy of this position description and that I have both read and understand its contents. I hereby accept responsibility for fulfilling position expectations. I also acknowledge that the Administration or governing body of GRMC may modify the requirements of this job or eliminate it at any time, if deemed necessary. I acknowledge that this position description is representative of overall job requirements but not necessarily comprehensive in its description of all aspects of the job, and I agree that other duties not explicitly mentioned herein may nevertheless be reasonable job expectations on the part of Goodland Regional Medical Center.

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I have received, read and understand this job description for my position at GRMC.

Name/Signature: _____ Date: _____

Signature of Human Resources: _____ Date: _____

Job Description Prepared by: Amie L. Powell, RN WCC Clinic Administrator

Signature/Title _____ Date: _____