



# **Goodland Regional Medical Center**

## **Job Description**

<b>Job Title:</b>	Patient Services Representative
<b>Classification:</b>	Non-Exempt/Hourly
<b>Reports To:</b>	Patient Service Supervisor
<b>Position Type:</b>	Full-Time
<b>Hours Worked/Shift:</b>	Monday - Friday
<b>Date Last Reviewed:</b>	August 8, 2022

**Summary:** Essential is the ability to provide excellent customer service to patients, patients' family members, healthcare providers, medical staff offices, and peers. Responsibilities 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. 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.), Specialty Clinic and Goodland Family Health Center. Ability to communicate concisely and clearly is important.

### **Essential Functions:**

1. Schedules new & return appointments; explains registration process and provides directions to patients.
2. Answers telephone in professional, courteous manner and directs phone calls or messages to the appropriate personnel or department.
3. Prioritizes work and provides prompt, efficient service to staff, patients, and visitors.
4. Meets policies and procedures, QA, Safety, and Infection Control standards of the area.
5. Able to delegate time within multiple units of the facility as needed.
6. Performs all elements of the patient intake process with proven accuracy:
7. Master Patient Index inquiries performed using established identifiers. Patient types are correctly assigned.
8. Demographic information is collected/updated in the electronic medical record, including but not limited to: emergency contact, telephone numbers, and guarantor.
9. Benefits are identified, verified, coordinated, and entered in the electronic medical record.
10. Medicare requirements are fulfilled:
11. Medicare Secondary Payer (MSP) Questionnaire is completed with the patient, stored with the account, and benefits are coordinated correctly.
12. Important Message from Medicare is issued, and patient's signature is obtained upon admission.
13. Retirement dates are obtained.
14. Determines and informs patient/guarantor of financial responsibility and collects at point of service, issuing receipts as appropriate.
15. Appropriately documents notes and reviews notes on each account.
16. Consistently provides explanations and information to the patient and obtains signatures as appropriate on the Consent to Treat and Release of Information form.
17. Patient ID, insurance cards, eligibility responses, and signed consent are scanned clearly and consistently to the patient's account.

18. Consults other departments as needed to facilitate interdisciplinary approach to patient visits.
19. Responsible for understanding clinic & hospital policies and communicating such to patients and families.
20. Fosters positive public relations for the organization, internally and externally with all customers.
21. Establishes a customer friendly environment that treats patients and families with respect and dignity and reflects positively on GRMC's mission, vision, and values.
22. Maintains a good working relationship with clinic staff, medical providers, and hospital service areas.
23. Participation in in-service training as well as other opportunities for professional development as assigned by GRMC management.
24. Performs all other duties as may be assigned by management staff.
25. Willingness to cross-train with GRMC/GFHC billing staff as needed.

**Competencies:**

1. Excellent management and supervisory skills.
2. Excellent written and verbal communication skills.
3. Excellent organizational and time management skills.
4. Proficient in accounting and tax preparation software.
5. Proficient in Microsoft Office Suite or similar software.

**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.

**Certifications/Licensures:** N/A

**Working Environment:** 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.

**Physical Demands: \*\***

<b>Stand:</b>	Frequently	<b>Lift/Carry:</b>		<b>Push/Pull:</b>	
<b>Walk:</b>	Frequently	0-10 pounds:	Occasionally	10-25 pounds:	Occasionally
<b>Sit:</b>	Frequently	10-20 pounds:	Occasionally	25-50 pounds:	Occasionally
<b>Squat/Kneel:</b>	Occasionally	20-50 pounds:	Never	50-100 pounds:	Never
<b>Bend:</b>	Occasionally	50-100 pounds:	Never	100+ pounds:	Never
		100+ pounds:	Never		

*\*\*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\*\**

**Professional Requirements:** Adheres to policies, procedures, and always maintains confidentiality. Attends annual in-services completes annual education in a timely manner. Represents GRMC in a positive, professional manner on the job, electronically and in the community. Complies with all hospital policies regarding ethical business practices; communicates the mission statement & core values of GRMC both on and off the job.

**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.

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

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resource Signature: \_\_\_\_\_ Date: \_\_\_\_\_