

Goodland Regional Medical Center and Rawlins County Health Center

Job Description

Job Title: Patient Services Coordinator
Classification: Non-Exempt/Hourly
Reports To: Chief Operating Officer
Position Type: Full-Time
Hours Worked/Shift: Monday – Friday, Days
Date Last Reviewed: April 17, 2024

Summary: Responsible for the supervision and coordination of the patient registration process in all service areas at Goodland Regional Medical Center and Rawlins County Health Center. This position requires a detailed knowledge base in registration and billing practices, as well as an understanding of how these areas impact the flow of work throughout the departments and organization. Responsible for enforcing policies and procedures, monitoring the accuracy of registrations, ensuring that proper patient experience protocols are followed, monitoring and clearing issues in various registration processes, and managing the overall training and orientation of new staff. Will assist the patient service representatives in the day-to-day clerical operations. 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 Functions:

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines.

1. Ensures the accuracy and completeness of daily registrations.
2. Ensures a high level of quality service provided to patients.
3. Develops and maintains a day-to-day workflow process within the department to provide accurate and efficient patient services.
4. Must have a strong working knowledge of software systems in use: patient scheduling, patient registration, insurance eligibility, etc.
5. Guides department toward desired outcomes, setting high performance standards, and delivering leading quality service.
6. Responsible for adequate staffing and coverage in all Patient Service areas during normal hours of operation.
7. Responsible for staff development, including training, reviews of progress and communication of findings.
8. Monitors all Patient Service processes generally and individually to assure compliance with department policies and procedures.
9. Monitors scheduling interaction and performance with physicians and patients to ensure appropriateness.
10. Offers guidance to employees related to collections activity.
11. Goals and objectives set in conjunction with collaborative departments are expected to be met or exceeded.
12. Monitors the accuracy of the data entry of demographic and insurance information obtained by staff for patient registration. Investigate errors, suggest changes/or implement solutions to encountered problems.

13. Works collaboratively with other departments on issues related to patient registration, patient flow, insurance verification/eligibility, etc.
14. Serves as the knowledge expert and information source for staff. Keep abreast of insurance, referral and billing requirements. Request system enhancements as needed to facilitate accurate registration.
15. Ensures appropriate utilization of human resources during vacations, illness or other events that may arise.
16. Problem situations are to be resolved appropriately and timely.
17. Ensures appropriate departments are informed of any unusual and significant issues that may affect patient satisfaction, timeliness of services or reimbursement or general patient flow.
18. Must be capable of performing the tasks required of Patient Service Representatives
19. Ensures registration of patient is correct according to departmental policies and procedures and discusses inefficiencies with appropriate individuals.
20. Responsible for educating Patient Service Representatives and Nursing/Ward Clerks on admissions policies and procedures.
21. Updates the applicable policies and procedures as needed.
22. Communicates clearly and concisely within the department, with other hospital departments at GRMC/RCHC, and hospital medical staff.
23. Establishes a customer friendly environment that treats patients and their families with respect & dignity and reflects our patient focused mission.
24. Interacts professionally with patient/family and provides explanations and verbal reassurance as appropriate.
25. Demonstrates proficiency in patient scheduling, new patient onboarding and paperwork, registration functions, reviews registration edits, and completes account corrections.
26. Will follow procedures, policies, and protocols to ensure consistency and departmental effectiveness to aid in the improvement of the patient's healthcare.
27. Will coordinate education of staff on billing and revenue cycle specific topics.
28. Maintains appropriate inventory and orders supplies as may be necessary.
29. Attending employee evaluations in a timely manner; maintains employee documentation as may be needed for evaluations; and councils' employees in a timely manner.
30. Performs other duties as assigned.

Competencies:

1. Effective oral and written communication skills.
2. Demonstrated customer-first attitude and philosophy.
3. Ability to learn computer and application skills as applicable to role.
4. Ability to interact with and work around people.
5. Ability to make judgments in demanding situations.
6. Ability to react to frequent changes in duties and volume of work.
7. Ability to manage multiple concurrent activities.

Position Qualifications:

Minimum Education: An associate degree or credentials from an accredited college or university or business program is preferred, but clerical/business/leadership training or other relevant experience will be considered.

Minimum Experience: Three years of experience in business, healthcare revenue cycle or clinic operations, or at least 1 year of related experience in a supervisory/leadership role.

Certifications/Licensures:

National Incident Management System (NIMS) Training ICS 700, 800, 100 and 200 as well as Active Shooter training.

Working Environment:

Mostly sedentary work within a medical office setting with some minor lifting and/or carrying involved in normal course of work duties. Personnel are asked to assist in keeping work areas clean and always uncluttered to provide a positive image for incoming patients and family members.

Physical Demands: **

Stand:	Frequently	Lift/Carry:		Push/Pull:	
Walk:	Frequently	10-25 pounds:	Occasionally	10-25 pounds:	Occasionally
Sit:	Frequently	26-40 pounds:	Occasionally	26-40 pounds:	Occasionally
Squat/Kneel:	Occasionally				
Bend:	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

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: _____