Niobrara Community Hospital Job Description

Position Title:  Registration  
Reports to:  Revenue Cycle Director

Date:  July 2017  
Department:  Revenue Cycle

General Purpose:
This position will be responsible for patient registration duties at Niobrara Community Hospital and the Rawhide Rural Health Clinic to include outpatient ancillary registration. This position will also be responsible answering the phone and routing calls appropriately. Prepares and processes patient charts from admission through discharge. Performs all receptionist functions such as, customer relations, communications, data entry of patient demographics and insurance information. Organizes and helps order office/forms supplies. Performs insurance verification. Works closely with Nursing and Medical Records to ensure a coordinated approach to customer satisfaction. Ensures that workers compensation packets are distributed appropriately. Assists with medical records clerical functions as required. Is an integral part of the revenue cycle process including up-front payment collections, cash reconciliation, insurance verification and pre-authorization and financial status communication with patients.

Essential Duties/Responsibilities:
Performs as required, all office functions related to the switchboard and reception desk. These functions include, but are not limited to:

1. Communication to other departments, customer relations with patients and taking messages in detail for appropriate departments.
2. Assures the presence and thoroughness of all patient demographics in the computer system.
3. Maintains a “customer service” philosophy and serves as a resource to other employees.
4. Assists in stocking and ordering of office supplies for the nurses’ station and RRHC.
5. Assists in communication between departments to provide quality care to patients.
6. Responsible in ensuring faxes are distributed in a timely manner.
7. Tracks and ensures transcription/dictation has been returned or completed on every patient seen by providers.
8. Coordinates and directs patients in appropriate service areas.
9. Assists in QA plan as requested.
10. Distributes workers compensation packets as necessary.
11. Is responsible for, under the direction of the Revenue Cycle Supervisor for scanning, filing and
processing of medical records. Facilitates the communication process with other departments as it relates to Medical Records. Assists in maintaining medical charts according to all Federal, State, and/or Agency regulations. Ensures medical record releases are reviewed, copied, and sent out with accuracy.

12. Assists with billing and collections processes as directed by the Revenue Cycle Supervisor.

13. Other job duties as assigned by Revenue Cycle Supervisor or Revenue Cycle Director.

Other Duties/Responsibilities:
This individual may be asked to help with special projects in nursing, medical records or revenue cycle departments including but not limited to medical records tracking, filing, copying and any other paperwork necessary for the functioning of these departments.

Employees are held accountable for all duties of this job.

Supervisory Duties: None

Job Qualifications

Knowledge, Skills, and Ability:
The ability to read, write, and speak English is required. Additionally, the ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from patients, regulatory agencies, or members of the business community. Basic math skills and the ability to apply concepts such as fractions, percentages, and ratios to practical situations. Knowledge of and capability to define problems, collect data, establish facts and draw valid conclusions is also necessary.

Education or Formal Training:
Minimum education: High School Diploma or GED.
Current CPR and BLS Certification.
Associates Degree preferred but not required.

Experience:
At least 3 years of experience in a customer service field.
At least 3 years of experience in with computer data basis and computer data entry.
Preferred 1-2 years’ experience in health care setting.

Working Environment:
Working in a hospital creates a unique work environment of both confidentiality and hospitality. The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This individual can expect a moderate noise level, such as a business office or light traffic. You must have the ability to hear well enough for any type of position (e.g. normal hearing and audiogram including normal noise and speech discrimination).

Physical Activities:
Under one third of the time you may need to sit, climb, balance, stoop, kneel, crouch or crawl to perform your job duties. One-third to two-thirds of the time you will be sitting at a desk or computer
stand. One-third of the time you will need to stand, walk, use your hands, or reach with your hands and arms. Over two thirds of the time it will be necessary to talk or hear. You will frequently bend, reach and push or pull less than 50 pounds. Occasionally you will squat, kneel, climb on a step ladder, twist at the waist, and rotate above the waist. Up to one-third of the time, you must be able to lift up to 50 pounds from a twelve (12) inch height to waist height. The ability to see with clear vision at 20 inches or less, 20 feet or more, strong peripheral vision, three-dimensional vision and ability to judge distances and spatial relationships (depth perception); and the ability to adjust focus is necessary.

**Note:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily in the above listed conditions. Please notify your supervisor as soon as possible if you require any type of reasonable accommodation to perform the essential functions. This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Comments:

Requested Accommodations:

Employee Signature:______________________________________________Date:__________

Supervisor Signature:_____________________________________________Date:___________

HR Director Signature:____________________________________________Date:___________