

Gonzales Healthcare Systems - Job Description

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| Job Title: Patient Access Services Clerk – Level I | Department: Patient Access Services |
| Employee Reports To: Patient Access Services Supervisor | Employee Supervises: None |
| Exempt/Non-exempt Status: Non-Exempt | Employment Status: Full Time |
| Employee Signature: | Approval: |
| Date: | Date: |
| Position Summary | |
| <p>Performs admission and discharge duties associated with admitting and discharging inpatients, outpatients and Emergency Center patients. Processes and files admission records and acts as a liaison with patient family members or responsible party. Determines method of payment for services and forwards discharge information to the proper area for processing. Reviews admission record to ensure all data has been collected for billing, and assists in the process. Answers multi-line telephone using departmental procedures in routing and transferring calls. The ability to comprehend and follow routine written or verbal instruction or directions. OSHA Bloodborne Pathogens III.</p> | |
| Position Qualification | |
| Education & Licensure | High School Graduate or Equivalent preferred. No licensure required. |
| Experience | One year of office environment skills with knowledge of medical terminology preferred. Effective verbal and written communication skills. Familiarity with computers and ability to type. Knowledge of general clerical duties. |
| Physical Requirements | Prolonged periods of sitting, intermittent standing and walking. Occasional bending, stooping and reaching. Average lifting of 25# from the floor to waist, 30# from 30" high surface to surface, 10# overhead. |
| Technology Requirements | |
| GHS Information Systems | <p>SOFTWARE:</p> <ul style="list-style-type: none"> Citrix Cerner Office 365 Chrome Paragon One Content Image Link Engine Paperstream Medex Logical Link Paragon Print Nextbar <p>WEBSITES:</p> <ul style="list-style-type: none"> Brightly Health.edu G Drive – Charity, Admissions, Business Office Share PolicyStat UKG Axia |

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| Access Control | |
| Physical Access | Standard Employee Access SMC Access Entrance from OP Lobby ER Access OB Access |
| Section 1. Core Behaviors – All Staff | |
| | Organizational Commitment |
| 1 | Demonstrates a professional demeanor |
| 2 | Is committed to GHS's Mission, Vision, Values |
| 3 | Complies with Gonzales Healthcare Systems and departmental Policies |
| 4 | Demonstrates commitment to enhancing how GHS is viewed by others |
| 5 | Adheres to Attendance & Punctuality Policy |
| B | Customer Orientation |
| 1 | Advocate of the diverse needs & cultural values of ALL |
| 2 | Provides attentive service to ALL |
| 3 | Demonstrates respect, sensitivity & care in ALL |
| 4 | Protects confidentiality and privacy of ALL |
| 5 | Adheres to current GHS's Customer Service Standards |
| C | Performance Focus & Self Management |
| 1 | Organizes & prioritizes work duties |
| 2 | Works toward the continuing growth/development of staff |
| 3 | Sets & tries to surpass personal & work goals |
| 4 | Is aware of one's impact on others |
| 5 | Is flexible & adapts positively to new, different or changing situations |
| 6 | Asks questions, is informed & acts according to GHS's standards |
| 7 | Incorporates the PI plan principles into daily activities |
| 8 | Adheres to laws and regulations applicable to job function |
| D | Team Orientation |
| 1 | Acts to work cooperatively with & helps other team members |
| 2 | Participates in projects & is a good team player |
| 3 | Recognizes and acknowledges others for a job well done |
| 4 | Considers coworkers views & recommendations |
| 5 | Extends team work behaviors to ALL |
| E. | Interpersonal Communications |
| 1 | Effectively communicates with others in an effort to create mutual understanding |
| 2 | Works to find resolutions to problems |
| 3 | Encourages two way communications |
| 4 | Maintains focus on issues rather than personalities |

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| Section 2. Department Specific Duties and Responsibilities | |
| A | Essential Duties & Responsibilities |
| 1 | Attends the OP Registration Desk. |
| 2 | Completes the registration process for patients coming in for lab/radiology/surgery or other outpatient services. |
| 3 | Completes the registration process for patients being admitted an observation or inpatient to our facility. |
| 4 | Secures demographic and financial information on patients and registers them into the computer system. |
| 5 | Receives and properly accounts for cash or credit card payments for services rendered. (For self pay patients offer a charity care form) |
| 6 | Calls the insurance company to obtain benefit information and pre-cert if necessary. |
| 7 | Obtains copies of all insurance cards for billing information. |
| 8 | Verifies that consents have been executed by the patient or patient's representative to release information to file claims for benefits. |
| 9 | Notifies billing when billing information needs to be added on insurance carriers and out of town doctors. |
| 10 | Distributes admission/discharge records to the appropriate department. |
| 11 | Will work the scheduled persons list for Radiology and surgery appointments and also pre-register patients who come for OP Nurse visits. |

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| 12 | Verifies benefits for scheduled procedures and quotes benefit information to patients. |
| 13 | Arranges for transportation of patients to the appropriate patient area. |
| 14 | Explain the charity care process to patients and obtain the necessary paperwork. |
| 15 | Prepares daily deposit and turns in to accounting daily |
| 16 | Work no-shows preregistration by either canceling visit or reschedule appointment daily. |
| 17 | Serves as a back up to ER registration when needed. |
| 18 | Assist Business Office Manager as needed on assigned tasks. |
| 19 | Serve as back-up to information desk. |
| B | Infection Control Duties and Responsibilities |
| 1 | Follows Infection Control guidelines and policies for Gonzales Healthcare Systems. |
| C | Safety Duties and Responsibilities |
| 1 | Follows Safety guidelines and polices for Gonzales Healthcare Systems. |