

**MUNSON HEALTHCARE MANISTEE HOSPITAL
JOB DESCRIPTION**

TITLE: Registration Clerk
Job Code: 013700
Work Comp Code: 8810
DEPARTMENT: REGISTRATION

FLSA: Nonexempt
GRADE: Union 1
DATE: 5/88, 2/94, 2/96, 7/96, 9/97, 9/98,
3/01, 4/01, 01/03, 2/03, 12/05, 6/13, 4/18

GENERAL SUMMARY:

Under general supervision, interviews admitting patients (pre-admissions, inpatients and outpatients) to obtain pertinent demographic and insurance information, admits patients to all Hospital service areas, prepares admission documents, distributes Patient Bill of Rights, operates telephone switchboard, gives information, verifies insurance and obtains authorizations from insurance companies, accepting patient payments, and Central Scheduling duties. Supports the organizational mission, values, vision, strategic plan and ensures that all regulatory and professional standards are maintained.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Twelve months of experience in data entry and/or word processing with demonstrated expertise in patient registration functions.
2. Pre-employment condition: must provide recent (within two years) evidence of successful completion of a medical terminology course and/or pass a proficiency examination in medical terminology and medical spelling provided by Manistee Hospital.
3. Interpersonal skills necessary to regularly communicate with patients, family members, visitors, physicians and providers in order to obtain necessary information and signatures and to direct customers in a positive manner.
4. Ability to maintain high level of confidentiality and to prioritize multiple tasks and activities.
5. Please check the appropriate health and safety requirements:

Please check the appropriate age specific competencies:

<input type="checkbox"/> Prenatal & Perinatal (0-2)	<input type="checkbox"/> Middle-Aged Adult (29-53)
<input type="checkbox"/> Young Child (2-8)	<input type="checkbox"/> Geriatric (54-74)
<input type="checkbox"/> Adolescent (9-15)	<input type="checkbox"/> Frail Adult (75+)
<input type="checkbox"/> Adult (16-28)	<input checked="" type="checkbox"/> Not applicable, no clinical contact

WORKING CONDITIONS:

Please check the appropriate health and safety requirements:

Exposure to blood and/or body fluids
 Exposure to Hazardous Chemicals or Pharmaceuticals
 Repetitive bending, lifting, pushing, pulling, 25 lbs to equivalent of associate's weight
 Minimal bending, lifting, pushing, pulling, 0-25 lbs
 Moderate bending, lifting, pushing, pulling, 10-25 lbs
 Continual standing
 Continual sitting
 Sporadic keyboarding, sitting, standing
 Utilization of personal protective equipment (gloves, masks, gowns, boots, etc)
 Continual keyboarding

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Interviews patients or responsible person to gather necessary billing, insurance, and medical record information; assigns patient number.
2. Verifies insurance and obtains authorization approval from Insurance company according to Hospital policy and enters insurance, and medical record information into the Hospital computer system.
3. Contacts admitting physician's office to obtain treatment authorization numbers/codes for all scheduled patients if pre-certification is required by the patient's insurance company.
4. Prepares and distributes all necessary admitting forms; secures signatures and witnesses forms, which include, but are not limited to: a) Admission Record, b) Medicare Letter (where applicable), c) Patient Advocate Form & Five Wishes Form (Inpatients, Observation & SDC), d) Patient Bill of Rights, e) patient advocate & five wishes forms, etc.
5. Prepares patient label and identification wristband.
6. Explains to the patient Hospital regulations concerning visitors, visiting hours, policy for payment of bills for which the patient would be directly responsible.
7. Refers patient to Patient Accounts to complete financial arrangements according to policy for private pay admissions.
8. Arranges to have patient escorted to appropriate room.
9. Works with nursing staff in assigning patients to specific beds.
10. Schedules outpatient procedures/tests.
11. Receives incoming patients/visitors and telephone calls; obtains information from visitors/caller so that inquirers may be given correct information and/or direction to appropriate area and/or utilizes switchboard to forward calls to appropriate source of information.
12. Utilizes on-call schedule paging system to locate Hospital Associates and refer messages.
13. Operates telephone switchboard in pleasant and cordial manner, provides general Hospital information to visitors and telephone as requested, directs caller to proper party; and provides medical practice coverage answering service.
14. Calls in Hospital associates by utilizing telephone, radio or pager according to established policies, procedures and plans.
15. Registers patients from switchboard area as necessary to adjust for admitting workload.
16. Accepts patient payment and preparing receipts.
17. Provides coverage as cashier in collecting from patients and preparing receipts.
18. Assists in training new Associates.
19. Demonstrate compassionate care by identifying needs and expectations of internal and external customers and responding to them in a timely and effective manner, anticipating and preventing delays which could negatively affect them and keeping them informed about the status of pending actions.
20. Perform job responsibilities in a professional, ethical and compliant manner consistent with the Hospital's values, Code of Conduct, policies, procedures and protocols and all relevant laws, statutes and regulations.
21. Communicate effectively and appropriately. Uses good judgment as to what to communicate and maintains confidentiality at all times. Treats others with respect and consideration and demonstrates good listening skills. Uses the right tone for the situation and audience.
22. Perform as an effective team player that team members rely on to equitably share in the workload and adds complementary skills to the team. Contributes valuable ideas, opinions and feedback to the team.
23. Engage in performance improvement projects and activities by identifying areas of opportunity and offering concrete suggestions for improvement and participation in

departmental or hospital wide projects and/or process improvement teams. Applies Performance Improvement concepts and methods throughout related activities.

24. Maintain a safe environment for patients, visitors and associates. Demonstrates understanding of and carries out their role in infection control, environmental safety, and emergency and disaster plans. Works in a safe and healthy manner to prevent injury or illness. Practices hand hygiene and National Patient Safety Goals at all times. Encourages other team members to do the same.
25. Demonstrate best judgment, problem-solving, and decision-making skills in the best interest of the patient/customer/organization. Analyze situations, assess risks and benefits of alternative approaches, and act accordingly.
26. Use technical skills and job knowledge to perform essential tasks in an efficient and effective manner. Is responsible for maintaining and upgrading own knowledge, skills and abilities.
27. Present a professional appearance, demeanor and behavior at all times reflecting a positive image of the Hospital.
28. Performs other related duties as requested.

APPROVALS:

DEPARTMENT: _____ DATE: _____

HUMAN RESOURCES: _____ DATE: _____

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.