

CLAIBORNE MEMORIAL MEDICAL CENTER  
Clinic Receptionist - JOB DESCRIPTION

**STATEMENT OF PURPOSE:**

To provide support for the mission and vision of the hospital through your actions, attitudes and personal conduct as a team member of your department, an employee of the hospital and a contributor to the health and wellbeing of the patients we service; to provide the duties outlined in this job description to the best of your abilities; and to strive for excellent service to your customers.

**JOB SUMMARY:**

Performs a variety of tasks associated with all aspects of registering patients in and to the hospital. Works under the supervision of the Business Office Manager and performs tasks which require some business training or experience.

**GENERAL DUTIES:**

1. Support your manager and administration in the implementation of the hospital's mission, vision and overall goals.
2. Actively participate as a member of your department by providing excellent customer service, identifying areas for improvement and implementing operational changes.
3. Assist your department in providing efficient and effective patient care by actively participating in the orientation process, your department meetings, annual and other available educational events, personal performance evaluations and focused counseling opportunities.
4. Promote high standards of performance by exhibiting compassion and professionalism at all times and by being responsible for your actions, attitude and body language.
5. Communicate in a timely and effective manner using multiple communication mediums. This includes notes, emailed, phone calls , one-on-one interaction and participation in meetings
6. Support performance improvement monitoring by collecting data, reporting incidents, identifying patient care problems and providing performance information to your manager.
7. Assist your manager in meeting departmental budget goals, identifying capital equipment needs, and developing new strategic goals for the department.
8. Follow all departmental and hospital policies. Request clarification and guidance if needed.
9. Keep track of equipment and supplies to make sure your department retains the tools needed to provide patient care and to assure departmental resources are used wisely.
10. Manage your time to assure you clock in and out as scheduled, complete your assignments within the scheduled timeframe, and minimize changes in the departmental work schedule.

**SPECIFIC DUTIES:**

1. Ask each patient for updated information personal and insurance including driver's license and insurance cards.

2. Call or use internet to verify all insurances.
3. Run the Medicaid 3 ways when checking in Medicare patients.
4. When admitting patients make sure all information is correct. Arm bands are attached to patients and paperwork is given to the nurse.
5. Make sure at the end of your shift you run an error report. Make any corrections that are needed at that time.
6. Every Medicare patient is to have an MSP sheet filled out on them. Make sure it is completely filled out.
7. Completes routine paperwork associated with admitting patients to the hospital through the Emergency Room and/or as inpatient or outpatient services.
8. Explain to patient the contents and reasons for each document the patient is required to sign.
9. Take face sheet and patient labels to appropriate nursing department.
10. Place ID bracelet on patient's arm.
11. Call to insurance company for pre-certification on inpatient and/or outpatient services; if no contact is made, leave a note in the file and document on certification sheet.
12. Verifies insurance benefits including effective date and address for claims.
13. Verifies effective dates for Part A and Part B on Medicare.
14. Gathers E.R. slips from the E.R. nurse's station and separates E.R. slips. Send to appropriate departments.
15. Assumes additional duties as assigned by the Department Manager.

**QUALIFICATIONS:**

1. Must have a High School Diploma or G.E.D.
2. The ability to use a computer.
3. Have good written and oral communication skills.
4. The ability to greet and meet the public with a smile.
5. The ability to take notes and follow directions.

**PHYSICAL DEMANDS:**

1. Walking and /or standing approximately 40% of the day.
2. Sitting approximately 60% of the day.
3. Must be able to lift up to 40 lbs. (no less than 20 lbs.) less than 5% of the day.
4. Must be able to bend, stoop, kneel and reach over the head less than 10% of the day.

**DISCLAIMER:**

This is not an exhaustive list of all responsibilities, skills, duties, requirement, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks to be performed when circumstances change.

**RESPONSIBILITY:**

The patient access clerk is directly responsible to the Business Office Manager.

**DIRECT REPORTS:**

Runs verification for Medicaid recipients, all nursing home patients, all uninsured patients and all Medicare only patients.

Enters charges to patient accounts from therapy services.

Census from day end is faxed to all physician clinics.

Departmental charges, from the day end, are passed out to the appropriate departments for verification.

Fax face sheet and a copy of the patient's insurance cards to the attending physician's office.

**ACCEPTANCE:**

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**(Patient Access Clerk )**

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**Date**