

JOB TITLE: Discharge Clerk	DEPARTMENT: Registration/Pre-Service Department	POSITION OF SUPERVISOR: Patient Registration Lead
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK: 40, will require some weekends	EFFECTIVE DATE:

Position Summary:

Performs a variety of clerical tasks related to patient discharge processes. Fills out discharge paperwork this may include use of computer programs and applications, ensuring proper documentation of patient activities, setup follow-up visit if required and collect payments. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Strong customer service aptitude is required.

Qualifications: At all times, the employee shall possess the following qualifications set forth below.

Education/Training:	High school diploma or GED
Experience:	Proficient typing skills and experience with using computers. 1-3 year of Customer Service experience.
Special Skills, Licenses or Certifications:	Basic computer knowledge Lifesaver/CPR Familiar with standard concepts, practices, and procedures within a particular field.
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly conveys thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Lifting a minimum of 25 pounds. • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations. • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.

Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
Cross-Training of Position:	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Call Center, Discharge Desk, and Authorizations.

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Checks email at least once daily when on shift.
12. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
13. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
14. Respect the importance of compliance and quality programs and support the same.
15. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
16. Participate in employee training, Disaster Preparedness and emergency events.
17. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

1. Courteously greet all patients in a timely manner.
2. Collect and accurately document all required patient demographic information.
3. Collect and accurately document all patient insurances.
4. Verify insurance eligibility for all insured patients.
5. Scan patient's identification and insurance cards into the electronic health record.
6. Collect and post patient copayments to the appropriate accounts.
7. Accept and document patient payments to the appropriate accounts
8. Inform patients of financial assistance options and responsibilities.
9. Schedule patient appointments in the computer system.
10. Maintain and monitor the incomplete insurance verification lists.
11. Maintain and monitor the incomplete MSP lists.
12. Maintain and monitor the no-show report.
13. Print out next day schedules.
14. Schedule follow- up appointments for patients exiting the Clinic.

15. Monitor incoming faxes and assign to appropriate staff.
16. Monitor and maintain all outgoing referrals.
17. Monitor Clinic Scheduling Pool.
18. Monitor Clinic Discharge Pool.
19. Records and collects statistical data as directed by the Office Manager.
20. Assist patient with records request or release forms.
21. Obtain insurance authorization for secondary services and other ancillary services.
22. Educate patients by providing them with general and/or specific clinic information.
23. Educate patients on new policies or programs as instructed by Administration.
24. Complete all opening and closing duties in a timely manner.
25. Provide clerical support for clinical staff.
26. Provide EHR registration support for all staff members.
27. Attend all staff meetings and trainings.
28. Obtain proficiency in the following computer systems: Cerner, Microsoft Word and Outlook.
29. Can perform all the standard job requirements.
30. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Director	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)