

JOB TITLE: Patient Experience Leader	DEPARTMENT: Community Relations	POSITION OF SUPERVISOR: Manager of Community Relations
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

Position Summary: This position will be responsible to greet and acknowledge all patients, family members, and visitors of Pagosa Springs Medical Center in a friendly, professional, courteous, and helpful manner. The patient experience leader/check-in is responsible for all of the following:

- Provides excellent customer service to all patients and customers to ensure a pleasant experience according to detailed instructions, policies and procedures;
 - Safely screens all persons who enter the facility according to current leadership guidance;
 - Enters patients name, service type and time of arrival through registration;
 - Coordinates with the Manager of Community Relations to establish Patient Experience Leader work flow;
 - Coordinates with registration team to direct patients to appropriate registration booth;
- Must develop a strong understanding of all services, departments, roles (physicians and otherwise) of the medical center.

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

Education/Training:	High school diploma or GED
Experience:	Customer Service experience or face-to-face interaction with customers/public. Prefer prior customer service within a front desk or concierge experience in a hotel, hospital, medical or dental office.
Special Skills, Licenses or Certifications:	Basic computer knowledge
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 convey thoughts in speech and written word
Physical/Mental/Special Demands:	<input type="checkbox"/> Lifting a minimum of 25 pounds. <input type="checkbox"/> Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. <input type="checkbox"/> Adequate sight is required to perform essential functions of the job. <input type="checkbox"/> Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time. <input type="checkbox"/> Ability to initiate CPR 100% of the time. <input type="checkbox"/> Must have fine motor skills 100% of the time. <input type="checkbox"/> Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.

	<input type="checkbox"/> Good mental health. <input type="checkbox"/> Demonstrate tact and versatility. <input type="checkbox"/> Must be dependable. <input type="checkbox"/> High degree of self-motivation and directional initiative. <input type="checkbox"/> Ability to function successfully independently. <input type="checkbox"/> Ability to cope and remain calm in escalating situations. <input type="checkbox"/> Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. <input type="checkbox"/> 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 Screener.

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

1. Exemplify and support PSMC's values. (WISER)
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. Ensure each guest receives outstanding service by providing a friendly, helpful environment, which includes greeting and thanking each customer.
2. Courteously greet and screen for safe entrance all patients and visitors in a timely manner.
3. Ascertain patients, guests or visitors needs and direct them accordingly.
4. On check-in log enter patient's first name, last initial and time of arrival and registration.
5. Direct patients in a professional way to a Registrar booth.
6. Ensure that all vendors sign in and have the correct identification for the area of the Medical Center they are visiting.
7. Develop a strong understanding of all services, departments, roles (physicians and otherwise) of the medical center.
8. Is attentive to first impression of himself/herself and also monitors the overall appearance of the hospital entrance and alerts facilities of any possible issues or concerns.
9. Utilize good judgment to respond in a calm and efficient manner in all situations.
10. Performs other duties assigned.
11. Attend all staff meetings and trainings.
12. Can perform all the standard job requirements.
13. Meets the qualifications as set forth herein.

Approved by:

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

