

JOB TITLE: Patient Registration Supervisor	DEPARTMENT: Patient Registration	POSITION OF SUPERVISOR: Manager of Reg/HIM
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 08/01/2021

Position Summary: The Patient Registration Supervisor’s primary responsibility is to direct, supervise, and coordinate the daily activities for Patient Registration (Front Registration or Emergency Department) The supervisor is to ensure timely and quality services in accordance with contractual agreements, federal regulations, hospital policies and procedures while upholding professional standards, high levels of customer service and open communication.

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

Education/Training:	Associates degree or advanced college level courses required or equivalent experience. Courses in computer and medical terminology preferred.
Experience:	Five (5) or more years of supervisory experience preferably in a hospital or other medical setting. Experience with third party payor approval and collection requirements and familiar with established clinical review criteria.
Special Skills, Licenses or Certifications:	Basic computer knowledge with advanced Microsoft knowledge. Cerner or other EMR system experience preferred Lifesaver/CPR
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.

	<ul style="list-style-type: none"> 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: Lead Registration, Lead Scheduler, and ED Lead Registration.

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. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. 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. Reviews quality and quantity activity using available reporting tools and initiates appropriate employee counseling and re-training when necessary.
2. Provides ongoing technical training.
3. Manages and maintains a training schedule and solicits evaluations and feedback and makes appropriate adjustments based on the feedback.
4. Maintain current knowledge of hospital, state, and federal regulations and contractual agreements governing the fiscal aspects of the organization. Coordinates special projects and assists in program development as indicated and/or directed by the Director of Revenue Cycle.

5. Develops, evaluates, and monitors processes to increase and maintain the rate of patients registered and to monitor quality and that time of service collections are completed correctly and timely by the time of registration and services rendered.
6. Improves methods for monitoring and reporting registration quality.
7. Coordinates processes with Patient Accounts and analyzes errors to determine the need for additional edits/checks.
8. Organizes data well, meets deadlines, shows an ability to analyze data and ensure integrity and comparability.
9. Reviews and approves/denies all employee PTO requests and maintains adequate staffing levels in all areas.
10. Responsible for payroll processing and ensures integrity of payroll records.
11. Responsible for employee performance evaluations.
12. Can perform all the standard job requirements.
13. 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 PSMC values (WISER) and understand them.
- I have read and understand this job description.

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