

JOB TITLE: ED Registration Lead	DEPARTMENT: Patient Registration	POSITION OF SUPERVISOR: Patient Registration Supervisor
FLSA STATUS: non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 08/01/2021

**Position Summary:** The ED Registration Lead oversees the daily operations of specific work units within the ED Registration Department. The lead partners closely with the Patient Registration Supervisor and the Patient Access/HIM Manager to provide leadership coverage and presence to the ED Registration area. This individual is responsible for ensuring the effective operations through organizing, scheduling, and monitoring department workload. In addition, this individual will monitor work quality and productivity metrics and coordinate training as needed. The Lead will serve as the first line of escalation for staff questions on workflows and processes. The incumbent is responsible for training new staff, assisting in the planning and development of training materials, assisting in the development and implementation of quality assurance processes and serving as a go-to resource to staff. This individual will be responsible for ensuring the effective operations of the day to day activities of ED Registration. This person will identify areas for improvements and develop plans for improving the quality of these processes. This position is customer service driven and the incumbent must have the ability to effectively promote positive customer service while working in a highly stressful and complex environment. The Lead is able to quickly assess an urgent situation and provide issue resolution and de-escalation.

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

<b>Education/Training:</b>	High School diploma or equivalent.
<b>Experience:</b>	One year of experience in a patient access, healthcare revenue cycle operations role.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge Lifesaver/CPR
<b>Language Skills:</b>	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
<b>Physical/Mental/Special Demands:</b>	<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, 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.
<b>Work Environment:</b>	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.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Patient Registration Clerk

**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. Functions as a Registration Clerk for the ED and is part of the ED Registration Schedule.
8. Be courteous, respectful, honest, and solution-oriented in dealing with others.
9. Communicate accurately, clearly, and effectively both orally and in writing.
10. Possess excellent organizational skills and the ability to multi-task.
11. Work independently and perform the job with minimum supervision.
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. Train new ED Registration staff and provide ongoing training for existing staff.
2. Complete quality improvement and productivity activities.
3. Serve as a knowledge expert and an escalation point for staff questions and concerns. Assists with questions regarding team functions and assist with team direction.
4. Implement policies and procedures for the department, and monitor adherence. Gather and enter departmental and program specific productivity and quality of service statistics from various reporting systems.
5. Obtain and verify patient identity, demographic and registration information; effectively communicate the purpose for and the requirements of all required patient documents. Must be able to complete and understand the differences between registrations in the Hospital and Emergency Department setting. Must have a strong understanding of EMTALA rules.
6. Bedside follow-up with patients where all necessary information was not obtained at admission, obtain inpatient signatures and complete forms including forms to obtain Worker’s Compensation or Auto Liability information.
7. Complete financial registration responsibilities including but not limited to creating guarantor accounts, interpreting eligibility requirements, collecting document signatures, insurance card scanning, taking patient photos, collecting patient payments, etc
8. Provide patients with information on the financial assistance policy and application process, explaining alternatives and routing patients without clearance to Financial Counseling.
9. Can perform all the standard job requirements.
10. Meets the qualifications as set forth herein.
11. Other duties as assigned.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(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)