

Job Title:	Patient Services Associate	Department:	Admissions and Reception
Position Type:	Full Time, Part Time, PRN	Job Category:	Non-exempt
Supervisor Title:	Business Office/HIM Manager	Dress Code Requirements:	Business casual
Created Date:	May 2000, last revised Feb. 2016	Last Updated:	April 2018
Educational Requirements or Preferences:	A high school diploma is required.	Credentials Required or Preferred:	N/A
Shift:	Monday through Friday Saturday and Sunday	Hours/Call:	Mon-Fri: 6:30 a.m. to 5:30 p.m. 10:00 a.m. to 7:30 p.m. Sat-Sun: 7:30 a.m. to 5:00 p.m.
Travel Required: (Driver's License Required)	N/A	Equipment Knowledge:	Must demonstrate ability to operate various office equipment including postage meter, adding machine, typewriter, computer, fax machine, and pager system.
Knowledge/Skills/Abilities/Experience Required or Preferred:			
Knowledge of medical terminology preferred. Must possess strong communication skills. Experience in a healthcare setting is preferred.			
Job Description			
<p>The Patient Services Associate is responsible for providing support for the team caregivers. Primary functions include reception duties, collection of copayments, distribution of incoming and outgoing correspondence, admission procedures, chart assembly, and general medical record procedures. The Patient Services Associate must have good communication skills in order to effectively provide quality service to all patients/customers. They will actively participate in and support a self-directed team environment. This diversified position comes in contact with each patient and almost every department at some point throughout their schedule. The employees in this position must possess excellent communication skills and teamwork.</p> <p>ESSENTIAL FUNCTIONS, ROLES, AND RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Performs receptionist functions at the front desk of the hospital to include: <ol style="list-style-type: none"> a. Greets all persons entering the hospital and directs them to appropriate area, office or person. b. Answers telephone appropriately, and messages are routed to appropriate personnel. c. Responsible for paging of staff as needed. 2. Performs admission procedures for all patients according to established guidelines. <ol style="list-style-type: none"> a. Responsible for gathering correct patient information at the time patient is admitted to the hospital. b. Responsible for typing all patient information into the computer system. 3. Responsible for collection of copayments according to established guidelines. <ol style="list-style-type: none"> a. Patients' copayments will be calculated prior to admission and collected upon admission if possible. 4. Responsible for cash box and daily deposits. 5. Responsible for routing incoming and outgoing mail according to established guidelines. <ol style="list-style-type: none"> a. This includes checking the postage scale to ensure payments are issued for purchasing of postage. 6. Performs medical record functions to include: <ol style="list-style-type: none"> a. Assembly of Outpatient records on a daily basis. 			

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<p>OTHER DUTIES</p> <p>1. Responsible for ordering of office supplies.</p> <p style="padding-left: 20px;">a. This includes office supplies for the Business Office as well as the front desk.</p> <p>ADDITIONAL NOTES</p> <p>This job description does not reflect all duties that may be assigned to this position.</p>			
Other Requirements:	<ol style="list-style-type: none"> 1. CPR certification. 2. TB screen. 3. Must meet the attendance requirements of the position including mandatory meeting attendance. 4. Participates on at least one committee or project per year. 5. Completes annual mandatory training yearly. 6. Completes required Incident Command System for Healthcare/Hospitals training. 7. Must speak and write English clearly. 8. Respects the privacy of all persons and confidential information according to confidentiality policies and HIPAA regulation. 9. Follows the Standard Precautions Policy. 		
Physical Capabilities:	<p>Requires ability to receive detailed information through oral communication, and to make fine discrimination of the spoken word. Ability to see. Seeing is important to this position because of activities contingent on production. Ability to move and lift weight of 10 to 30 pounds. Ability to perform effectively in emergency and stressful situations. Requires prolonged sitting; bending, stooping, stretching, and walking. Requires corrected vision and hearing range. Requires eye-hand coordination and manual dexterity. Requires the ability to distinguish letters and symbols.</p>		
Environmental Factors:	<p>Comfortable work environment with steady, comfortable temperature. Potential exposure to mechanical, chemical, electrical, and infectious environment. Often works under stressful conditions due to time constraint demands.</p>		
<p>I, _____, have read the job description required for my position and fully understand the conditions set forth therein. I agree to perform these duties to the best of my ability.</p>			
Employee Signature		Date:	