

<b>Job Title:</b>	<b>Patient Services Associate</b>	<b>Department:</b>	Nursing Service
<b>Position Type:</b>	Full Time, Part Time, PRN	<b>Job Category:</b>	Non-exempt
<b>Supervisor Title:</b>	Director of Patient Care	<b>Dress Code Requirements:</b>	Scrubs, closed toe shoes. No artificial fingernails. Nail tips must be less than ¼ inch long. No chipped nail polish.
<b>Created Date:</b>	Aug. 2002, last revised July 2012	<b>Last Updated:</b>	September 2016
<b>Educational Requirements or Preferences:</b>	A high school diploma is required.	<b>Credentials Required or Preferred:</b>	N/A
<b>Shift:</b>	8:00 a.m. to 6:30 p.m. Monday - Friday 8:00 a.m. to 2:30 p.m. Saturday - Sunday	<b>Hours/Call:</b>	N/A
<b>Travel Required:</b> (Driver's License Required)	N/A	<b>Equipment Knowledge:</b>	Business Office equipment
<b>Knowledge/Skills/Abilities/Experience Required or Preferred:</b>			
Experience in a healthcare setting is preferred. Knowledge of medical terminology preferred. Must possess strong communication skills. Must demonstrate ability to operate various office equipment including postage meter, adding machine, typewriter, computer, fax machine, and pager system.			
<b>Job Description</b>			
<p>The Patient Services Associate is responsible for providing support for the team caregivers. Primary functions include chart assembly, transcription of physician orders, preauthorization of inpatient services, reception duties, distribution of incoming and outgoing correspondence, admission procedures 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 very 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><b>ESSENTIAL FUNCTIONS, ROLES, AND RESPONSIBILITIES</b></p> <ol style="list-style-type: none"> <li>1. Performs Patient Services Associate functions at the Nurses Station to include:       <ol style="list-style-type: none"> <li>a. Transcribing of physician orders.</li> <li>b. Totaling of daily charges for Observation, Acute patients, and Swing Bed patients.</li> <li>c. Answering of call lights when necessary.</li> <li>d. Scheduling appointments for patients as requested by physicians.</li> <li>e. Stocking supplies on the floor and in the ER.</li> <li>f. Assist with ER registration and collection of co-pays</li> </ol> </li> <li>2. Preauthorization of Inpatient stays.       <ol style="list-style-type: none"> <li>a. Checking census daily to see if preauthorization is needed.</li> <li>b. Call Insurance companies for preauthorization daily.</li> <li>c. Recording all information regarding preauthorization on the patient chart.</li> <li>d. Following up on the preauthorization if a follow-up is required.</li> </ol> </li> </ol>			

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<p><b>OTHER DUTIES</b></p> <ol style="list-style-type: none"> <li>1. Performs relief receptionist functions at the front desk of the hospital to include:             <ol style="list-style-type: none"> <li>a. Greets all persons entering the hospital and directs them to appropriate area, office or person.</li> <li>b. Answers telephone appropriately and messages are routed to appropriate personnel.</li> <li>c. Responsible for paging of staff as needed.</li> </ol> </li> <li>2. Performs admission procedures for all patients according to established guidelines.             <ol style="list-style-type: none"> <li>a. Responsible for gathering correct patient information at the time patient is admitted to the hospital.</li> <li>b. Responsible for typing all patient information into the computer system and the card file located at the front desk.</li> </ol> </li> <li>3. Responsible for ordering of office supplies.             <ol style="list-style-type: none"> <li>a. This includes office supplies for the nurses' station.</li> </ol> </li> <li>4. Performs medical record functions to include:             <ol style="list-style-type: none"> <li>a. Assembly of Observation, Acute, and Swing Bed records on a daily basis.</li> <li>b. Complete a final chart review before the medical records are filed as complete.</li> <li>c. Preparing reports for each doctor and the patients seen on a daily basis.</li> <li>d. Preparing report for all patients seen on a daily basis.</li> <li>e. Complete a daily chart check to verify all necessary information is charted and all necessary forms are being utilized.</li> <li>f. Assists Nursing staff with compliance and safety.</li> </ol> </li> </ol> <p><b>ADDITIONAL NOTES</b></p> <p>This job description does not reflect all duties that may be assigned to this position.</p>			
<b>Other Requirements:</b>	<ol style="list-style-type: none"> <li>1. CPR certification.</li> <li>2. TB screen.</li> <li>3. Must meet the attendance requirements of the position including mandatory meeting attendance.</li> <li>4. Participates on at least one committee or project per year.</li> <li>5. Completes annual mandatory training yearly.</li> <li>6. Completes required Incident Command System for Healthcare/Hospitals training.</li> <li>7. Must speak and write English clearly.</li> <li>8. Respects the privacy of all persons and confidential information according to confidentiality policies and HIPAA regulation.</li> <li>9. Follows the Standard Precautions Policy.</li> </ol>		
<b>Physical Capabilities:</b>	Sedentary for a long period of time. At times, filing on high shelves. At times, need to lift 50-100 or more pounds, transporting records to various departments for requests.		
<b>Environmental Factors:</b>	Comfortable work environment with steady, comfortable temperature. At times, exposed to hotter conditions. Work environment includes all patient care areas, including nurse's station, patient rooms, ER, OR and ancillary area. Hazards include: <ol style="list-style-type: none"> <li>1. Equipment;</li> <li>2. Electric hazards;</li> <li>3. Needles and other sharps;</li> </ol>		

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	4. Exposure to chemicals; 5. Exposure to body fluids; 6. Disruptive patients and/or family members		
I, (Print name) _____, 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.			
Employee Signature		Date:	