

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: ADMISSIONS REGISTRATION CLERK
REPORTS TO: DIRECTOR OF REVENUE CYCLE
REVISION DATE: August 5, 2011

I. POSITION SUMMARY:

An Admission Registration Clerk is a non-professional employee with strong clerical experience who, under the direction of the Director of Revenue Cycle, performs clerical and registration duties as well as other duties as assigned.

II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION:

High school diploma with emphasis on business courses. Experience in healthcare or related industry preferred, or equivalent educational training. Ability to follow procedures. Able to communicate effectively, both verbally and written. Possesses clerical and basic mathematical skills. Able to complete tasks with minimal supervision. Computer experience desirable.

III. CUSTOMER FOCUSED EXPECTATIONS:

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services the Registration Department provides.

IV. TYPICAL PHYSICAL DEMANDS: (subject to accommodation or modification as required)

1. Standing and walking 10-15% of the time, and sitting 85-90% of the time.
2. Occasional lifting and/or moving up to 25 pounds.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

V. TYPICAL MENTAL DEMANDS: (subject to accommodation or modification as required)

1. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and a variety of instructions.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies and members of the community, to manage stressful situations, and to handle conflict.
3. Ability to organize with attention to details.
4. Ability to work with and apply mathematical concepts to practical situations.
5. Ability to handle pressure of meeting deadlines, to be accurate, to manage constantly changing situations, and create a positive work environment.

VI. WORKING CONDITIONS:

The noise level and activity in the work environment is moderate. However, exposure to noise distractions and unpredictable behaviors will be experienced. Exposure to prolonged viewing of a computer terminal, eyestrain, and repetitive motions will also be experienced.

VII. EQUIPMENT TO BE USED:

1. Computer
2. Telephone system
3. Printer
4. Copier
5. Facsimile Machine
6. Calculator
7. Addressograph
8. Postage Machine

VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached):

IX. ESSENTIAL FUNCTIONS (see attached):

X. NON-ESSENTIAL FUNCTIONS (see attached):

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	
FACILITY WIDE COMPETENCY			Rating
			Comments
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS			D
<ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 			M
			E
PERFORMANCE IMPROVEMENT			
<ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities Participate in quality studies through data collection Make recommendations and take actions to improve structure, system or outcomes 			
CUSTOMER SERVICE			
<ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 			

ESSENTIAL FUNCTIONS		D	M	E	Comments
A.	Performs registration function for all outpatients, inpatient and surgical patients that present for services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.	Interview incoming patients and/or prospective patients or representatives to obtain accurate personal and demographic information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C.	Enters all such data into the hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
D.	Copy front & back of all insurance cards and all other pertinent documents essential to complete the admission and/or emergency room registration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E.	Obtains patient's signature or representative signature on necessary forms for consent of treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F.	Explains hospital registration relative to consent of treatment, charges, and billing. Distribute information on hospital related payment policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G.	Prepares necessary sheets to complete ancillary service requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
H.	Distributes forms to appropriate departments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I.	Prepares plastic patient ID card for all inpatients, surgery patients, Physical Therapy, Cardiac/Pulmonary Rehab and Long Term Care patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
J.	Request payment and co-pays at time of service, reviewing accounts receivable for prior outstanding balances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
K.	Prepares pre-registration of outpatient procedures (MRI, Physical Therapy & surgery's) sending a copy of demographics, order & insurance card to UR for pre-certification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
L.	Works closely with Utilization Review to ensure appropriate insurance verification of all pre-registered and inpatient services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
M.	Performs duties of cashier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
N.	Accepts payment for patient accounts, verifying amount due on computerized patient account system and writes receipt for patient payment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
O.	Sells postage stamps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P.	Sells flower arrangements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q.	Sells employee meal tickets and guest trays.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R.	Performs a daily cash log to show all incoming and out going of cash from cash drawer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S.	Answering switchboard in professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T.	Handling and directing outside and in house calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U.	Use of beepers and paging system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V.	Faxing inpatient status to various newspapers on a daily and weekly basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
W.	Forwarding patient mail to home address after discharge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X.	Serves as information desk to direct patients, visitors etc. to their desired destination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y.	Prepares and inventories valuables upon patient request and placing them in safe until discharge. (Always have nurse witness to verify valuables collected)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Z.	Provide relief for Emergency Room Registration clerk for meal breaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AA.	Sorting in-coming mail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BB.	Open, copy, and type of daily check list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CC.	Running out going mail thru postage machine and taking to post office Monday thru Friday by 4:30 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DD.	Order office supplies as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EE.	Work on quality improvement projects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF.	Maintains Kardex with current patient census and pastoral information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GG. Calling physicians office to verify any orders that you are unsure of.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HH. Copying necessary papers that are needed on a daily basis when supplies are low.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
II. Putting together Admission packet information (to be handed out to admission and surgery patients).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
JJ. Assisting in training and orienting new employees in departmental procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
KK. Always promotes positive relations when interacting with patients and/or fellow employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
LL. Performs related duties as assigned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MM. Checking newspaper on a weekly basis and cutting out Obituaries and Executrix's Notices, and sending them to the Business Office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Non Essential Functions:				D	M	E	Comments
1. Participates in professional development activities:				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
a. In-service classes or on-line courses.							
b. Shares knowledge with others.							
c. Reads in-house communications							
2. Work Habits:				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
a. Complies with attendance policies.							
b. Dresses according to the departmental dress code							
c. Organizes times, sets priorities							
d. Spends free time in a constructive manner							
3. Initiative and judgment:				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
a. Makes necessary work related judgments based upon factual information							
b. Completes assignments with minimal directions and in a timely manner							
c. Adapts to a changing work load							

D= Does Not Meet Expectations

M= Meets Expectations

E= Exceeds Expectations

Comments:

Future Plans and Actions:

Employee Comments:

To update our files, please answer the following questions:

Have you received a higher education degree in past 12 months: Yes___ No___

Please forward to Human Resources

Have you received a certification in the past 12 months: Yes___No___

Please forward to Human Resources

I have reviewed this Performance Evaluation

Employee Signature

Date

Evaluator Signature

Date

Department Head or Designee Signature

Date