

WEST PARK HOSPITAL DISTRICT JOB DESCRIPTION

JOB TITLE: Registration Coordinator

DEPARTMENT: Patient Financial Services

REPORTS TO: Patient Access Supervisor and/or Director of Revenue Cycle

JOB SUMMARY: Registers inpatients, outpatients, discharges inpatients and obtain prior authorizations as needed.

AGE SPECIFIC TO PATIENT FINANCIAL SERVICES:

Young Adult- 18 years through 34 years

Middle Adult- 35 years through 50 years

Mature Adult- 51 years through 69 years

Geriatric Adult- 70 years +

CULTURE/RELIGIOUS ASPECTS: Employee will care for patient of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance Officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. When Registering, In/Out patients all pertinent information will be obtained. All documents will be reviewed for accuracy with the patient during the Registration Process, thereby ensuring demographic, social and financial data has been reported accurately. Below are the requirements of Medicare and Commercial Insurance as well as Self Pay.
 - a. Obtain physician orders from the patient and review to confirm they meet the standard as documented in “**Medicare Outpatient Orders**” per Medicare regulation. If the physician ordering is not in our database, privileges must be verified per “Non-Staff Practitioners Ordering Tests and Procedures” WPH Policies and Procedures.
 - b. It is essential that all registrations are verified in the Meditech system for any **prior registration** of a patient to this facility. All patient information is to be accessed by using the patients **Date of Birth**. This will eliminate the possibility of duplicate Medical Record numbers.
 - c. Other demographic information that need to be confirmed:
 - Patient/Guarantor Name (Record patient name on registration to mirror Drivers License).
 - Patient/Guarantor home address, home phone number, patient’s date of birth, employer name, address and phone number.
 - Patient/Guarantor Social Security Number.
 - d. Confirm that insurance policy, group number and subscribers name is recorded accurately during registration to mirror information on insurance card. Document patients relationship to subscriber.

- e. Scan both sides of the insurance card and confirm that the Patient's Name is recorded on registration documents to mirror the insurance card. Also be aware of any special instructions on back of insurance card. Examples: Pre-authorization telephone number, mailing address of insurance carrier, etc. Also scan picture ID when available.
 - f. Advance Directives must be documented on all inpatient admits .
 - g. Have patient sign **Consents**, and provide **Patient Rights documents**.
 - h. Provide patient with a copy of the **Medicare Important Notice**. (Medicare Inpt. Only)
2. Ensure that Medicare Eligible Outpatients are scheduled and subsequently registered according to the Medicare Conditions of Participation and the Balanced Budget Act of 1997. An outpatient order is required any time a patient receives treatment/service of any nature.
A Complete Outpatient Order Includes:
- a. Patient Name
 - b. Date of service
 - c. Exam/Services to be performed
 - d. Indication/reason for exam/service; i.e. lab work, MRI, CT Scan, etc.
 - e. Physician Signature must be present
3. It is required to have all insurance pre-certified, benefits verified and corrections made in Meditech before a patient is discharged. This includes any outpatient procedures requirements and inpatient services.
 4. Bed Side registration periodically in the Emergency Department.
 5. Registrars are required to escort inpatients to third floor nurse's station when the Patient Greeter is not available.
 6. Treat patients and their families with respect and dignity.
 7. Maintain good working relationship with all departments.
 8. Answer the telephone promptly and in a polite manner.
 9. Maintain an uncluttered work area. Participate in the periodic cleaning of the desk area.

SECONDARY FUNCTIONS:

1. May be required to perform other duties for which the individual is qualified.

SPECIFICATIONS:

EDUCATION: High School diploma or equivalent preferred.

LICENSE: None

EXPERIENCE: Insurance related experience preferred.

SKILLS: Computer and typing skills required.

WORKING CONDITIONS: Works in a clean, heated, and air-conditioned area.

PHYSICAL DEMANDS: Long periods of standing or sitting. Normal hearing and sight are necessary.

My job requires that I lift:

| | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUOUSLY |
|-----------------------------------|-------|--------------|------------|--------------|
| A. Up to 10 lbs. | | X | | |
| B. 11 - 24 lbs. | | X | | |
| C. 25 - 34 lbs. | X | | | |
| D. 35 - 50 lbs. | X | | | |
| E. 51 - 74 lbs. | X | | | |
| F. 75 - 100 lbs. | X | | | |
| G. Above 100 lbs. STATE WEIGHT | X | | | |
| H. STANDING | | X | | |
| I. WALKING | | X | | |
| J. SITTING | | | X | |

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY

3

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

Employee Signature

Date

Reviewed: 3/13

Revised: 3/13