

JOB TITLE: Emergency Department Patient Registration Unit Clerk	DEPARTMENT: Patient Access	POSITION OF SUPERVISOR: Emergency Department Patient Registration Lead
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK:	EFFECTIVE DATE:

**Position Summary:**

The Emergency Department (ED) Patient Registration Unit Clerk provides administrative and clinical support to the Emergency Department and Inpatient nursing staff. This position is responsible for courteously greeting all patients in person in a timely manner, and for accurately and efficiently entering patient information into the Cerner Electronic Health Record through the Registration Conversation. Essential duties include entering, updating and verifying patient demographics, insurance and copayments for every encounter, as well as verifying insurance eligibility. The ED Unit Clerk is also responsible for collecting and posting patient payments. In addition to these responsibilities, this individual works in conjunction with the Emergency Department and Inpatient teams to help meet individualized patient care and safety needs through the provision of excellent patient care that supports PSMC’s mission, vision and values.

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

<b>Education/Training:</b>	High school diploma or GED
<b>Experience:</b>	Proficient typing skills and experience with using computers. 1-3 year of Customer Service experience. Cerner or other EMR experience preferred
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge Medical Terminology knowledge preferred
<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 conveys thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul>
<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: Call Center, Discharge Desk, and Authorizations.

**Standard Job Requirements: *At all times, employee shall satisfy the following requirements:***

1. Adhere to and support PSMC's Code of Conduct and WISER values.
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. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess strong administrative and organizational skills.
10. Ability to multitask and maintain strong attention to detail while delivering premier patient services.
11. Work independently and perform the job with minimum supervision.
12. Checks email at least once daily when on shift.
13. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
14. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
15. Respect the importance of compliance and quality programs and support the same.
16. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
17. Participate in employee training, Disaster Preparedness and emergency events.
18. 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 as an ED Patient, with or without an accommodation, as set forth below.***

**ED Patient Registration Clerk:**

1. Greet all patients entering the ED and record chief complaint for seeking medical treatment in First Net
2. Obtain patient information from EMS when patients arrive via ambulance. Place patient identifying ID band on each patient.
3. Monitor ED entrances and grant access to EMS and law enforcement. Direct patients to relevant areas of building and visitors to ED and inpatient rooms. Contact PSMC Security during night shift when law enforcement arrive with a patient.
4. Collect, register and update all pertinent medical information to include insurance and demographic data necessary to properly bill for services provided to include Worker Compensation claims and motor vehicle accidents.
5. Confirm patient identification information is correct in the electronic health record by comparing information on government issued identification to information in the patient electronic health record. Make changes as necessary and scan ID card into the patient electronic health record.
6. Assist nursing staff and providers with Interpretation Service access.
7. Manage Cash Drawer and access to patient personal belongings safe.
8. Explain policies and provide information as needed to patients.
9. Answer phones professionally, screen callers and direct call to appropriate area.
10. Obtain all insurance coverage information. Scan insurance cards into electronic health record. Properly document order of insurance coverage. Verify insurance eligibility and confirm copayment amount. Insurance verification may require navigating various insurance portals.
11. Collect copayments and post to appropriate accounts.
12. Send notifications by fax or electronically to IHS/PRC and VA TriWest within the 72-hour notification period.
13. Provide documents to Worker's Compensation patients and Automobile accident victims in order for billing to be informed of claim numbers and additional information.
14. Provide documentation to the proper Law Enforcement entity for Medical Clearances and Medical Liability. Make copies for Law Enforcement officers and scan in to patient's chart.
15. Inform patients of financial assistance options and responsibilities, provide informational documents.
16. Monitor incoming faxes and determine appropriate disposition. Upload outside records to patient's chart from transfer hospitals.
17. Prepare medical records necessary for transfers. Fax urgent medical records requests. Assist patients with medical records requests or release forms. Upload or scan medical records to patient's electronic health record.
18. Assist ED staff with patient transfers to include coordinating care and requesting air/ground transportation. Communicate with outside agencies and provide records. Ensure that EMTALA documentation is complete, necessary packets copied and scanned to patient's electronic health record.
19. Contact local Dispatch for EMS transfers and Law Enforcement assistance as needed.
20. Modify or create encounters for patients placed in observation or admitted as inpatient. Print patient armbands, labels and face sheet and place in chart folder.
21. Initiate admission authorization notifications for patient's admitted to Observation or Inpatient status outside of normal business hours.
22. Register patients for lab tests and X-Rays after clinic hours and on weekends. Ensure patient has complete order for testing and scan to electronic medical record.
23. Overhead paging for Emergency Codes, Morning Huddle and Medical Alerts from the Emergency Department.
24. Assist and notify Maintenance/Facilities when Fire Alarm system panel alarms, page overhead as needed. Monitor Oxygen and Air Supply alarm panels located in the Emergency department and notify Facilities or Administration on Call.

**Certified Nurse Aid**

1. Maintains current licensure as a certified nursing assistant and BLS.
2. Prioritizes and delivers safe, effective and efficient patient care.
3. Utilizes universal precautions with all patients; adheres to specific isolation precautions for all patients when providing care.
4. Demonstrates the ability to accurately obtain complete vital signs on all patients and reassesses as ordered. This includes pediatric, geriatric and the general population.
5. Performs all aspects of direct patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
6. Provides assistance with activities of daily living for all patients assigned, including meal setup and/or feeding as needed; assisting with daily oral care, bathing, grooming, ambulating and basic hygiene as needed.
7. Effectively identifies changes in patient condition, mood, vital signs, meal consumption, intake and output and elimination patterns; takes appropriate action in a timely manner.
8. Demonstrates the ability to meet the patient’s toileting needs in a timely manner.
9. Answers all call lights in a timely manner.
10. Assists patients with ambulation and transfer as directed, utilizing appropriate body mechanics.
11. Demonstrates the ability to protect fragile patient skin by providing appropriate skin care, frequent turning, and preventing pressure on vulnerable areas.
12. Changes patient linens as needed; delivers light cleaning and organizing of patient’s room or area.
13. Meets current patient care documentation standards and policies.
14. Addresses psychosocial needs of patient and family; appropriately adjusts care to meet the needs of patients of all cultural and religious backgrounds.
15. During downtimes, checks supplies for outdates and assists with unit inventory.
16. Assists with patient transport to other areas of the hospital or those being discharged from the facility.
17. Effectively serves as a patient safety attendant as needed for those patients in the ED or on the inpatient unit who have history of altered mental status or behavioral health issues that may place the patient at a safety risk.
18. Serves as a runner when requested taking samples to lab, picking up supplies from materials management, delivering meals to patients, etc.
19. Makes oneself available to assist other departments with non-technical tasks when not needed in the ED or inpatient unit.
20. Meets the qualifications as set forth herein.

**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 and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)