

**HFMA Career Center  
Sample Job Description**

**DEPARTMENT: PATIENT REGISTRATION**

**POSITION CODE: 070**

**JOB DESCRIPTION**

**JOB TITLE: SYSTEM DIRECTOR OF PATIENT REGISTRATION**

**MAIN FUNCTION:**

Primarily responsible for the timely, efficient, reliable and accurate coordination of the patient registration systems and processes as they to inpatients, outpatients, emergency patients upon arrival and through 'pre-registration'. Critical components of Registration would include: 1) collection of demographic information, 2) assuring complete physician orders & codes, 3) order entry, 4) validation of patient insurance, 5) collection of patient co-payments. Also, manages cashiering and financial counseling functions.

**DUTIES AND RESPONSIBILITIES:**

**SPECIFIC JOB DUTIES & RESPONSIBILITIES**

- \*\* 1. Is responsible for implementing, maintaining and monitoring all processing and control systems related to the prompt and accurate registration of patients for all appropriate registration sites which includes:
- a. Collection and processing of patient demographic information.
  - b. Reviewing the completeness and authorization of physician orders and related diagnosis codes.
  - c. Ordering of patient tests in accordance with physician orders.
  - d. Validation of patient insurance coverage, pre-authorization / pre-certification.
  - e. Collection of co-payments and/or obtaining patient assumption of responsibility for 'non-covered' services.
  - f. Assists in the appropriate utilization of patient beds.
2. Establishes and monitors guidelines for patient's valuables handled by Patient Registration.
- \*\* 3. Is responsible for maintaining an efficient and accurate cashiering function to receive, record and report payments including the timely preparation of a daily deposit.
- \*\* 4. Coordinates patient paper flow from patient registration to all appropriate ancillary departments, nursing units and Patient Accounting.
5. Maintains and monitors Web based registration system and assures all transactions are processed timely and accurately.

- \*\* 6. Is responsible to keep updated on and in compliance with various insurances and groups requirements for authorization, processing, coding, secondary payor questionnaires, and communication so that the Arnot Health System can be appropriately reimbursed for services rendered. Also, maintains technically competent in all aspects and systems utilized in Patient Registration.
- \*\* 7. Acts a resource to patients and families by counseling and educating regarding the cost of services (price quotes) there financial responsibility for services and available resources and contacts for assistance, including but not limited to the Arnot Health System's Community Care Program.
- 8. Maintains all required reports and statistics including daily census, admissions, registrations, etc.
- 9. Participates on the Revenue Cycle Committee.

#### **GENERAL MANAGERIAL RESPONSIBILITES**

- 10. Provides Leadership to department and Arnot Health System by:
  - a. Leads by example setting a positive, professional, respectful and cooperative department atmosphere.
  - b. Is dependable & reliable giving extra effort when necessary to accomplish objectives of Arnot Health System & Department Goals.
  - c. Takes initiative to proactively recognize problems/opportunities and develop appropriate strategies to deal with them.
  - d. Makes 'data driven/supported decisions' wherever possible considering all relevant facts and after considering the results of the decision on the entire Arnot Health System (not just department), efficiency, department goals, etc.
  - e. Acts cooperatively and contributes to teamwork.
  - f. Demonstrates pride in work and loyalty to Arnot Health System, supporting the decisions of the Arnot Health System Administration and Management.
- 11. Maintains professional, technical and technological proficiency in all aspects of the job including but not limited to laws/regulations, compliance issues, computer systems, decision support an data management systems (Excel, Soarian, QCPR, report writing software, budget software, etc.)
- 12. Manages and supervises campus supervisors and department personnel in the performance of their duties including:
  - a. Is responsible for overseeing hiring, training, cross-training, disciplining, dismissing department staff.

- b. Assures timely preparations and reviews of each staff's "Annual Performance Evaluation". Evaluations should provide acknowledgement of achievements, suggestions for improvement, discussion of deficiencies, establishment of goals and identification of potential educational opportunities.
  - c. Maintains positive employee moral and demonstrate support and concern for employees as well as being accessible.
  - d. Identifies ways to develop staff through training and educational opportunities.
13. Utilizes good communication skills (written and oral) including:
- a. Communicates and equitably enforces policies of Arnot Health System, Division and Department with staff.
  - b. Communicates decisions promptly, clearly.
  - c. Prepares timely and accurate reports required by Regulators, Auditors, Arnot Health, Division Administration, etc.
  - d. Attends all meetings (Arnot Health System, Committee, Division, etc.) required and actively participate; sharing knowledge, experience and opinions where appropriate.
  - e. Treats others with respect and utilizes 'active listening' skills. Show respect for others opinions and use appropriate 'diplomacy' when disagreeing.
  - f. Keeps Vice President of Finance informed of pertinent issues, problems, goals, current tasks, etc.
14. Establishes annual and long-term Goals in conjunction with Vice President of Finance and focus efforts on achieving those goals. Renegotiates modification of goals as environment of situations dictate. Keeps supervisor informed of initiatives and progress related to established goals.
15. Prepares timely and responsible annual "Operating Budget" and "Capital Budget Requests" and manages department within the established parameters or obtains Vice President of Finance &/or CFO approval for modifications.
16. Monitors the efficiency and effectiveness of staff and systems, making or suggesting modifications to assure good performance by utilizing techniques such as "Continuous Quality Improvement", "Process Improvement" as well as input from staff, peers and management.
17. Is responsible to assure that the staff and themselves attend all annual mandatory educational programs as required by the position and the timely completion of the "Annual Merit Fair". Periodically holds educational meeting with staff to keep staff up to date on regulation, system and other changes as well and reinforcing established policies such as (but not limited to) HIPPA, etc.
18. Supports, promotes and actively participates in "Customer/Patient Satisfaction ", "Quality in

Action”, and other Arnot Health System and department initiatives. Communicates and educates staff and monitors active participation in these areas.

- 19. Employee understands and demonstrates the importance of satisfying the needs of the customer/patient by interacting with him/her in a friendly and caring way, being attentive to the customer’s needs, both psychologically and physically, and by taking the initiative to maintain communication with the customer in order to provide a secure and pleasant experience with the Arnot Health.
- 20. It is understood that this job description lists typical duties for the classification and is not to be considered inclusive of all duties which may be assigned.

**EDUCATION:**

Associates Degree in Business or comparable education

**EXPERIENCE:**

Requires 3 years in a supervisory position and 3 years experience in acute care setting in one of the following areas; registration, financial counseling, billing, or collections.

**CARDIOPULMONARY RESUSCITATION (CPR) REQUIREMENTS:**

No CPR required.

**PHYSICAL DEMANDS:**

Light physical effort. Typical office job. Work in comfortable positions.

**EXPOSURE CATEGORY:**

Category III. Tasks that involve no exposure to blood, body fluids, or tissues and Category I tasks are not a condition of employment.

\*\* A.D.A Essential Functions

Revised 11/93; 5/95; 11/97; 3/00; 6/02; 8/03; 04/09; 12/12; 3/13

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
Human Resources

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
Vice President of Finance

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
Senior Vice President/CFO