



**BIG SOUTH FORK**  
**MEDICAL CENTER**  
A Rennova Health Company

## Registration Clerk

### Job Summary:

Under the supervision of the Registration Team Lead, the Patient Registration Clerk responsibilities include, but are not limited to, registering all patients for Inpatient, Outpatient, and Emergency Room services. Duties also include inputting demographic information and verifying insurance eligibility at the point of service, verifying insurance specific criteria needs for patient admissions, performing clerical work involving and relating to collection of payments. In addition to patient registration, Registration Team Members answer the BSFMC switchboard.

### Major Work Activities:

- Welcomes and greets patients/clients/visitors to the department in a manner that is helpful and friendly; determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s).
- Interviews patients to obtain required demographic and insurance data. Verifies information already on file and accurately enters or updates required information in the computer system. Obtains signatures on required forms.
- Obtains information from physician's offices and other resources, if necessary, to complete the registration process.
- Explains hospital or department services and collection, and credit policies and provides hospital specific literature.
- Collects payments such as deductibles, co-pays, deposits and self-pay balances, as well as obtaining properly executed credit and financial aid request forms.
- Obtains insurance authorizations, if necessary and completes necessary documentation.
- Reviews and enters departmental patient charges.
- Completes the registration process including forms, labels, armbands, and other forms as necessary.
- Responds to changes in the work schedule as necessary by assisting in other areas of registration.
- Protect patient confidentiality, making sure protected health information secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.
- Maintains safe, secure, and healthy work environment by following standards and procedures, complying with HIPAA, Federal and State regulations.
- Provides Federal and State information on the General Conditions of Admissions, Consent, Assignment of Benefits regarding Advance Directives, Patients' Rights and Responsibilities, Pain Management, HIPAA and AIDS awareness and obtains signed acknowledgements. Obtains all needed documents and signatures.



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- Answers, screens, and routes calls to appropriate individuals.
- Schedules, coordinates, and reschedules patient appointments as needed.
- May call to remind patients of their appointments or prints report to verify confirmed appointments, calling those who did not respond.
- Perform other duties as assigned to meet the goals and objectives of the Company
- This description is not designed to cover or contain an inclusive list of duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## **Education and Certification**

High School Diploma or GED Required

Bachelor's Degree in healthcare administration or related field preferred

Certified Healthcare Access Associate (CHAA) or Certified Healthcare Access Manager (CHAM) preferred

## **Experience**

One year registration in a healthcare environment preferred but not required

## **Knowledge, Skills and Abilities**

- Knowledge of basic medical terminology preferred
- Knowledge of insurance benefit and plan verification preferred
- Knowledge of third-party payers preferred
- Basic knowledge of computer systems including MS Outlook, Word, and Excel
- Strong organizational skills required with ability to multi-task
- Proven verbal and written communication skills required
- Excellent communication and customer service skills required

## **Physical Demands**

- Frequent and/or continuous sitting, standing, and walking
- Ability to reach, lift, push, pull up to 50 lbs.

## **Schedule**

- Rotating days including weekends
- 8 and 12-hour shifts
- Day and Night Shifts

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