



# BIG SOUTH FORK MEDICAL CENTER

A Rennova Health Company

**Job Title:** Registration Lead

**Position Summary:** The Patient Access Lead provides assistance in coordinating all functions and activities related to patient access including, but not limited to: front-end customer service, accurate patient registration, on-site insurance verification and financial counseling, accurate Time-of-Service (TOS) payment collections, pre-certification and cashiering and interfacing with internal and external stakeholders. The Patient Access Lead ensures appropriate daily staffing and maintains the efficient flow of operations in hospital servicing areas with the ability to perform a variety of operational, financial, clerical (including switchboard coverage) and patient access duties.

**Essential Job Duties and Responsibilities:**

- Completely performs functions of assigned frontline staff; is the "at elbow" subject matter expert for frontline staff and trains new staff.
- Distributes work assignments and accommodates work requirements in an efficient and effective manner under the direction of the Patient Access Manager.
- Ensures that all EMR work queues related to departmental functions are cleared within the guidelines established by department.
- Prepare monthly staff schedule and maintain adequate staffing and ensure coverage on 24/7 including weekends and holidays.
- Responsible for finding coverage for unscheduled call-offs, unexpected staffing shortages, and scheduled vacations. Adjusts work schedule to meet the needs of worksite.
- Responsible for making sure the following day patients are pre-registered and an authorization for insurance has been obtained if applicable.
- Organizes the flow of work to achieve maximum efficiency.
- Assist team members with estimating patient costs and communicating upfront collection of estimated liability with patients

- Identifies operational issues / challenges, raises them to department manager and works with manager to resolve.
- Supports the manager and hospital's goals for collection, registration accuracy and customer service.
- Maintains current knowledge of registration processes and systems, regulation and third-party payer issues and automated systems through periodicals and in-service meetings.
- Ensure compliance with EMTALA regulation, corporate policies and guidelines to ensure accuracy and thorough completion of duties by patient access/registration team members.
- Perform other duties as assigned to meet the goals and objectives of the Company.

**Education**

- High School or General Equivalency Diploma required
- Associates or Bachelor's degree in healthcare administration or relevant field preferred

**Licensure/Certification**

- Certified Healthcare Access Associated or ability to obtain in 18 months

**Knowledge Skills and Abilities**

- Minimum five (5) years' experience in patient access/registration
- 3 years customer service experience, preferably in a healthcare setting
- Demonstrated knowledge of medical insurance and terminology
- Experience using EMR technology. Medhost and CPSI preferred
- Proficiency with Microsoft Excel, Word, and Outlook
- Ability to multi-task, have attention to detail, strong organization skills and a team player
- Ability to lead team in a fast paced, and unpredictable work environment
- Demonstrates an ability to organize, plan and adapt readily to changes.