



## POSITION DESCRIPTION/PERFORMANCE STANDARDS

**POSITION:** Registration Clerk (non-exempt)

**DEPARTMENT:** Business Office

### Position Purpose

The Registration Clerk is responsible for providing secretarial, clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner. The Registration Clerk reports to the Business Office Manager and is responsible for providing the upmost Customer Service to our patient's, family members, visitors and co-workers. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

### Position Responsibilities

- Demonstrates Customer Service and understands that Patient Satisfaction is our #1 priority.
- Greets all Customers in a friendly and caring manner
- Collects demographic, & insurance information from the patient and keys it into our Health Information System so that we can verify insurance benefits, and bill out insurance claims with accuracy
- Collects payments upon arrival if applicable
- Has patient sign all the appropriate consents, and privacy practices paperwork
- Brings patient to Pre Admit Unit- weighs patient, and puts them in an available room
- Prepares Surgical Packets, GI packets, and GI with surgery packets from printing company
- Assist in the Pain Unit when needed and/or after 1:30 p.m.
- Assist family members and patients where they need to be, or if they have any questions answer them to the best of your ability
- Assist with special projects for the department
- Must demonstrate the ability to communicate effectively with all members of the health care team, public visitors, associates and patients
- Able to work independently, be flexible, self-motivated and work well with others
- Maintains all Registration duties for the hospital
- Maintains a positive attitude in stressful situations
- Handles confidential information/issues with professionalism
- Adheres to organizational and departmental policies regarding tardiness, breaks, usage of time clock, attendance policy and completing work on time
- Performs other related clerical duties as required by Business Office Manager

### POSITION REQUIREMENTS

**Education:** High School Diploma or equivalent, 2 years of experience in a related field preferred

**Licenses and/or Certification:** none required

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**WORKING RELATIONSHIPS**

**Position reports to:** Business Office Manager

**Interpersonal Relationships:** As a representative of Park Place Surgical Hospital, all comments, attitudes and behavior have a direct effect on the facility’s image and perceptions of quality service. Interaction with patients, families, physicians, co-workers, vendors, etc. must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. The behavior should promote an atmosphere of teamwork, which is congruent with facility standards and guidelines to promote positive relations. In order to prevent fraud and abuse of Federal and/or State statues, all duties and actions will be performed within the organizational Corporate Compliance Plan and the Code of Ethics.

**Physical Demands:**

| <b>Percentage of Work Time</b>                        | <b>1-33%</b> | <b>34-66%</b> | <b>67-100%</b> |
|---|--------------|---------------|----------------|
| Standing/Walking                                      |              | *             |                |
| Sitting   |              |               | *              |
| Twisting  | *            |               |                |
| Lifting/Carrying                                      | *            |               |                |
| Pushing/Pulling                                       | *            |               |                |
| Climbing (ascending/descending)                       | *            |               |                |
| Bending/Stooping                                      | *            |               |                |
| Using arm muscles frequently or for extended periods  | *            |               |                |
| Using leg muscles frequently or for extended periods  | *            |               |                |
| Using back muscles frequently or for extended periods | *            |               |                |
|   |              |               |                |
| <b>Lifting Requirements</b>                           | <b>1-33%</b> | <b>34-66%</b> | <b>67-100%</b> |
| 2-10 pounds   | *            |               |                |
| 11-20 pounds  | *            |               |                |
| 21-30 pounds  | *            |               |                |
| 31-40 pounds  | *            |               |                |
| 41-50 pounds  | *            |               |                |
| 51 pounds or more                                     | *            |               |                |

- Bending, pushing, pulling, and lifting equipment of various weights and sizes.
- Walking and standing most of the time.
- Frequently required to lift and /or move up to 25 pounds.
- Occasionally required to loft and /or move up to 50 pounds of department supplies and equipment.
- Occasionally may need to move supplies or equipment over 75 pounds.



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- One must exhibit critical thinking skills, communication skills and complex decision making skills.
- One may be subject to unpleasant odor and sights and may require the wearing of Personal Protective Equipment (PPE) as some tasks involve exposure to blood, body fluids or tissues.
- Good speech, hearing and sight (including visual acuity and color perception) and sense of smell are essential.

Disclaimer: While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example- emergencies, staffing changes, etc.)

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager's Signature \_\_\_\_\_ Date \_\_\_\_\_