



SWLA CENTER FOR HEALTH SERVICES JOB DESCRIPTION

JOB TITLE: Patient Access Registrar
DEPARTMENT: Front Desk – Welcome Desk Specialist
SUPERVISED BY: Site Manager

SUMMARY:

The Registration Clerk is responsible for greeting incoming patients and visitors with excellent customer service. This position requires the employee to distribute and collect necessary paperwork, enter accurate demographics and insurance information, collect copayments, review balances in conjunction with billing staff, and offer all patients sliding scale applications.

EDUCATION, TRAINING AND EXPERIENCE:

1. High school graduate required.
2. Certification as Medical Office Assistant and/or Medical Assistant.
3. Previous experience in a medical or dental office setting required.
4. Must understand basic Medicare/Medicaid and insurance plans
5. Confident positive manner and appearance
6. Customer service experience
7. Must maintain a professional attitude under pressure
8. Employ correct grammatical English and write legibly in order to complete appropriate paper work

JOB RESPONSIBILITIES:

1. Greet patients and visitors in a professional manner
2. Pay attention to detail in regards to all aspects of job requirements
3. Enter information correctly in system
4. Ensure that patient signs in sheets are completed
5. Verify all patient demographics
6. Verify all patient insurance information and enter correctly in system
7. Arrive patients in timely manner

8. Make patients ready for provider in a timely manner
9. Understand process of triage/walk-ins and same day appointments
10. Enter correct insurance information pertaining to primary and secondary benefits
11. Understand Medicare/Medicaid and insurance plan benefits
12. Maintain all responsibilities and accuracy of sliding scale information in a timely manner
13. Collect copays and monies due at the time of visit
14. Ensure that all patients waiting in the lobby are being attended to
15. Review daily posting
16. Count down drawer with front desk lead
17. Keeping cash drawer locked at all times
18. Participates in educational activities and attends monthly staff meetings
19. Maintains strictest confidentiality; adheres to all HIPPA guidelines/regulations
20. Answer telephone in a pleasant and helpful manner
21. To understand, follow oral and written instructions
22. Make sure that all visitors sign in on appropriate sheet and visitor tag is given
23. Keep area neat, clean and organized
24. Scanning
25. Other duties assigned

I have read and understand my job description.

Employee Signature

Date

Supervisor Signature

Date

Human Resource Signature

Date