

Classification Specification

PATIENT SERVICES REPRESENTATIVE I/II

DEFINITION

Under general supervision, interviews patients to collect, verify and document information related to admission, registration and billing, enters data into the information system; schedules appointments utilizing a computerized patient registration systems; performs a variety of coordinative and medical office clerical tasks; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Patient Services Representative I is the entry level of the registration classification series. Under initial close supervision, incumbents will learn and perform a variety of duties related to patient interviewing; verifying and documenting admission information; patient registration; a computerized patient registration system, appointment scheduling and other related tasks. Incumbents, however, are expected to work with greater independence as they gain experience.

This class is distinguished from the job class of Patient Account Representative I/II in that the latter performs a variety of duties related to patient billing; financial resource and eligibility evaluation and collections.

This class is distinguished from Clerk II and Typist Clerk II, which performs a variety of moderately difficult general or specialized clerical and typing activities.

Patient Services Representative II is the journey, working level class in the series. Under general supervision, incumbents perform the full scope of general registration duties. This class is distinguished from Senior Patient Services Representative, which functions as a lead worker, or handles the most complex and specialized assignments related to admissions and registration.

EXAMPLES OF DUTIES

Welcome and assist patients and visitors into hospital clinics or Health Department clinics or Hospital admitting department; interview patients to obtain necessary new or updated information or forms related to patient identification, payor sources, employment and other information, for hospital pre-admissions and admission, clinic services, laboratory and diagnostic services, and emergency treatment; enter patient information into a computer system; prepare hospital admission packets, and assist patients with completion of forms and paperwork; schedule appointments for patients in clinic utilizing a computerized patient registration system; screen and refer patients to publicly-funded payor programs for eligibility evaluation; contact programs to verify patient enrollment and current eligibility request and coordinate retrieval of existing or set up of new charts

with medical records; arrange or provide patient escort to appropriate hospital or clinical unit; collect additional insurance data, lien, and release information prior to patient discharge; receive deposits, issue receipts, and maintain cash logs; may translate for non-English speaking patients; and receive and transmit messages to providers and/or nursing personnel in a timely manner, including prescriptions, laboratory results; positions at Natividad Medical Center prepare identification plates, emboss forms, and prepare patient identification bands; may obtain diagnosis from Emergency Room staff and enter name of attending physicians; may notify nursing supervisors of incoming admissions and diagnosis, deliver charts and information to units for new admissions.

QUALIFICATIONS

A combination of experience, education and/or training which substantially demonstrates possession of the following knowledges, skills and abilities:

Some knowledge of:

Level I:

General clerical and office procedures

2. Alphabetical filing in order to file and retrieve patient records
3. Basic arithmetic in order to compute fees and make correct change.

Working Knowledge of:

Level II: (In addition to the requirements for Level I):

1. Patient admission and registration procedures and requirements required for patient screening, pre-admission and admissions.
2. Requirements and procedures of the variety of payor sources encountered in order to determine patient eligibility.
3. Operations and requirements of an admission and registration computer system typical to hospitals or clinics.
4. Publicly funded payor sources, and program enrollment.
5. Basic medical terminology usage and spelling in order to complete pertinent registration and admission documents.
6. Departments and services typical to hospitals, medical out-patient clinics and basic community resources in order to refer patients to the appropriate resource.

Skill to:

Level I:

Interview individuals and obtain comprehensive and accurate information under unpleasant or urgent circumstances.

2. Learn the operation of a computer keyboard.
3. Prepare and process forms and paperwork.
4. Prepare and maintain patient files and records.
5. Perform basic arithmetic calculations related to deposits and totaling cash logs.

6. Specified positions may require skill in translating for non-English speaking patients.
7. Establish and maintain effective working relationships with staff and other County departments.

Level II (In addition to the requirements for Level I)

1. Obtain personal, employment, financial and payor source information provided.
2. Operate a computerized admitting/registration system rapidly and accurately.

Ability to:

LEVEL I AND LEVEL II:

1. Communicate verbally with patients and co-workers in a clear and effective manner in a noisy waiting room environment.
2. Effectively communicate in writing in order to document patient registration and admission information.
3. Establish rapport with individuals in order to obtain personal information through interviewing.

EXAMPLES OF EXPERIENCE AND EDUCATION

The knowledges and skills listed above may be acquired through various types of education, training or experience, typically:

Level I

Experience:

One year of general clerical experience which has included significant public contact

OR

Completion of an advanced-level clerical training program which included course work in general office procedures, filing and keyboard operation and six months' general clerical experience which has included significant public contact.

Level II:

Experience:

Two Years of hospital admission or medical clinic registration experience

OR

Two years of experience at a level equivalent to Monterey County's Patient Services Representative I

OR

One year of hospital admission or medical clinic registration experience and completion of an advanced level clerical training program.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment the incumbent will be required to:

1. Remain calm and operate effectively in rushed situations.
2. Accept shift work including weekends and holidays.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory requirements of this job class include:

1. Exposure to infectious organisms.
2. Exposure to disorderly patients and family members
3. Ability to read standard text and data on a computer terminal.
4. Ability to hear conversations in a noisy waiting room environment.
5. Ability to communicate verbally in person and over the telephone.
6. Ability to physically assist ill patients and/or push a patient in a wheelchair.
7. Ability to reach, bend or stoop in order to use files and records.

CLASS HISTORY

Registration Representative I:

Class Code: 80L01

Established: June 1992

Revised:

Former Title:

Bargaining Unit: J

EEO Category: OC

Registration Representative II:

Class Code: 80L02

Established: June 1992

Revised:

Former Title:

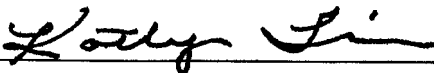
Bargaining Unit: J

EEO Category: OC

Patient Services Representative I

Patient Services Representative II

Approved by



3/98
Date