

 Oroville Hospital	Job Description for Patient Access Manager	Department:	Business Office
		Dept.#:	8560
		Last Updated:	7/21/08

Reports To

Director of Patient Financial Services

Job Summary

The Patient Access Manager is responsible for the supervision of the Hospital's Patient Registration areas, Inpatient and Outpatient, the Financial Counseling Division, Central Scheduling and the PBX department. Duties include guidance and coverage for employees, monitoring of Quality Assurance measures, and oversight in ongoing staff training. The goal of this position is to ensure high quality service for patients and accuracy of information affecting both pre and post visit services

Duties

1. Ensures the accuracy and completeness of daily registrations
2. Ensures a high level of quality service provided to patients
3. Responsible for adequate staffing and coverage in all Patient Access areas
4. Responsible for staff development, including training, reviews of progress and communication of findings
5. Monitors all Patient Access processes generally and individual workers specifically to assure compliance with department policies & procedures
6. Monitors staff production
7. Monitors scheduling interaction and performance with physicians and patients to ensure appropriateness
8. Offers guidance to employees related to Point-of-Service collective activity
9. Ensures proper utilization of purchased software: Emdeon, Orsos, ABN Assistant, ANSOS
10. Goals and objectives set in conjunction with the Director of Patient Financial Services are expected to be met or exceeded
11. Keeps up to date on changes imposed by Medicare, Medi-Cal, Commercial Insurance as well as Federal and State laws impacting health care
12. Ensures appropriate utilization of human resources during vacations, Illness or other events that may arise
13. In concert with the Director of Patient Financial Services, will participate in the recruitment, scheduling and discipline of staff
14. Problem situations are to be resolved appropriately and independently

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15. Sets priorities appropriately
16. Ensure Director of Patient Financial Services are informed of any unusual and significant issues that may affect patient satisfaction, timeliness of services or reimbursement or general patient flow
17. Must be capable of performing the tasks required of hourly employees

Qualifications

1. High School Graduate or Equivalent
2. Bachelor's Degree in Business Administration, Health Care Management, or related field highly desired
3. Previous Supervisory experience preferred
4. Ability to foster an environment that nurtures collaboration, teamwork, and mutual respect.
5. Analytical ability required to evaluate processes and to recommend improvements as necessary
6. Good oral and written communication skills to work with patients, physicians and department staff
7. Strong commitment to formalized orientation and training of staff on an on-going basis

Lifting Requirements

Sedentary- Generally lifting not more than 10 lbs maximum and occasionally lifting and/or carrying such articles as ledgers, files and small items.