

 Oroville Hospital Job Description for Patient Access Clerk	Department:	Laboratory
	Dept.#:	7500/7501
	Last Reviewed:	05/08; 08/12
	Last Updated:	

Reports To

Client/Patient Services Supervisor

Job Summary

The Patient Access Clerk will perform all duties associated with the efficient registration of patients requiring services in the outpatient areas, the lab areas, and the emergency room for all in-patients.

Duties

1. Gathering of correct information to ensure the accurate billing and reimbursement through Patient Financial Services
2. Check the patients paperwork ensuring that all orders are complete with diagnosis and requested test(s)
3. Obtain identification and insurance information from each patient during the registration process
4. Knowledgeable regarding outpatient registration versus in-patient registration
5. Patient Access Clerks will be trained so that they may become proficient and maintain the standardized benchmarks for the department by alerting the Supervisor as supplies are needed
6. Accountable to provide accurate receipts for any payment transactions
7. Files any necessary department paperwork according to department guidelines

Qualifications

1. High school diploma or its equivalent is required
2. Must have basic clerical skills, typing, filing, ability to communicate with the public, doctors, nurses and patients
3. Ability to maintain composure when faced with difficult situations
4. Must be able to handle confidential situations with tact
5. Ability to work with computers, electronic devices, telephones, fax machines
6. Must possess the ability to do multiple tasks simultaneously

Lifting Requirements

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