

 Oroville Hospital	Job Description for Client/Patient Service Supervisor	Department:	Laboratory
		Dept. #:	7500
		Last Updated:	08/01/11

Reports To

Director of Laboratory Services

Job Summary

Administers and coordinates program within the framework of the established policies, performs tasks in a safe manner and in accordance with the safety and health programs, assists in training and maintenance of a safe workplace for employees.

Duties

- Initiate contacts with potential accounts
- Maintains contact with established accounts on a regular basis, either by phone or in person
- Stay informed about product lines, new tests, and the perpetual needs of the client
- Monitor and develop registration QA program
- Produce monthly report on registration info deficiencies from draw stations and propose corrective action when necessary.
- Produce monthly registration error rate on all registration clerks and propose corrective action when necessary.
- Reports to Administrative Lab Director all unusual and/or non-routine inquiries to ensure client satisfaction
- Maintain appropriate staffing for all billing and registration positions and make staffing recommendations
- Train or coordinate the training of all billing and registration staff
- Maintains a positive, client/patient focused attitude
- Investigates prolonged client service dissatisfaction for Administrative Lab Director and recommends a course of action
- Prepare schedules for all registration and billing staff
- Accounts for sick time, hiring, and disciplinary action when needed
- Maintains a good relationship with the Administrative Lab Director and Lab Supervisors
- Abides by Oroville Hospital Organizational Policies, Human Resources policies and union contract guidelines

Title:	Laboratory: Client/Patient Service Supervisor	August 01, 2011	Page 2 of 2
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- Performs or supervises all laboratory client billing and provides a monthly billing summary and collection recommendations when necessary.
- Consults and advises Laboratory Director on denial management.
- Assumes additional responsibilities as deemed necessary by Laboratory Director

Qualifications

- High school diploma or its equivalent is preferred
- Hospital laboratory billing and registration supervisor experience preferred
- Ability to follow written and oral directions
- Computer and typing skills required
- Demonstrates high level of personal and professional accountability and responsibility
- Self-directed and performs duties independently
- Ability to problem solve and apply critical thinking skills
- Must have the proven ability to maintain confidentiality
- Must demonstrate excellent customer service and communication skills
- Ability to effectively communicate and coordinate daily work flow to ensure department needs are met
- Must be flexible, dependable, and demonstrate the ability to adapt to change

Lifting Requirements

Medium lifting – generally not more than 50 lbs. Maximum with frequent lifting and / or carrying objects weighing up to 25 lbs.