



Bringing Medicine Home

JOB DESCRIPTION
Patient Service Specialist

Employee Name: _____

Effective Date: _____

EDUCATIONAL REQUIREMENTS

It is desirable that this clerk have a minimum of a high school diploma or its equivalent. Basic computer skills are necessary. Being able to work with minimal supervision is a must. Must be able to display good judgment in an emergent situation and possess excellent communication skills with the nursing and medical staff on duty. This clerk must be willing to assist, if needed, in other departments and demonstrate respect and cooperation of co-workers and supervisors. All Patient Service Specialists are accountable to department director.

JOB RESPONSIBILITIES

1. Complete the registration process for all patients who present for treatment.
 - a. Collection of complete and accurate payer information and patient demographic information.
 - b. Scan insurance cards and driver's license or photo identification for billing office and physicians.
 - c. Secure responsible signatures for treatment permit/release of information, etc.
 - d. ER/RHC: Secure patient ID bracelet on patient and then the patient chart to nursing staff in the ER/RHC. OP admissions: If patient is an outpatient, the clerk should place the ID bracelet on the patient and send the original outpatient order along with the labels with the patient to the department.
 - e. ER/RHC: Furnish a WC1 form to all patients who present with a work related injury for Workers Compensation and place in patient record for completion by physician on duty.
 - f. ER/RHC: For patients leaving against medical advice or who leave without being seen by the physician: need to scan in a sign in slip and refusal of care/AMA information into patient account.
2. ER/RHC: Communicate immediately with nursing staff for triage of the patient especially if you are unsure of the patient stability. Secure sign in slip of patient upon arrival.
3. ER/RHC: Reconcile patient record after patient departs. Clerks will "break down" the patient chart and make it ready for medical records to scan on the next business day.
 - a. Enter correct discharge information into the computer regarding whether or not patient was transferred, left AMA, expired, etc.
 - b. Work with nursing staff to ensure all referrals are forwarded to referral clerk or nurse.
 - c. Scan all EKGs after ensuring physician has signed off and return original EKG to patient chart.
 - d. If chart has not been copied for pharmacy, make sure the copy of the chart is put in the pharmacy tray to be picked up the next business day.
 - e. Enter mid-level practitioner as second physician on the stay information page if not already done. Communicate with patient/family being mindful of HIPAA rules and regulations as represented by hospital policy.
 - f. Keep patient informed of waiting time and why. Patients waiting in the lobby prior to being seen should be updated every 15 minutes and documented on log sheet.
 - g. Check the patient status and communicate to family member in "general terms" being careful not to divulge any information that may be in direct violation of HIPAA.
4. Inpatient admissions should be handled as priority unless an emergent situation in the emergency room may deter you in doing so. For patients being admitted from the ER/RHC department, if nurse advises you to do so,

contact the nurse's station and notify them of the pending admission and secure a bed for the patient then complete admitting process. For direct admissions, notify nurse's station of patient's arrival to the facility immediately.

- a. The clerk will admit the patient under the same account number as they were assigned in the emergency room unless the patient is a direct admit from the physician office or if the patient is being admitted to respite care.
 1. Make sure the admitting physician is logged in on the stay information page.
 2. Run your labels and inpatient face sheet and I.D. bracelet.
 3. Copy entire ER or RHC chart for floor nurse. On direct admissions, make sure the physician orders accompany the patient to the floor.
 - b. Secure proper signatures for treatment consent, private room requests, Medicare message, and/or skilled treatment consent.
 - c. Deliver inpatient face sheet and labels to the nursing station. Secure ID bracelet on the patient before leaving the ER/RHC or before leaving the front admissions desk.
5. The patient census should be run between 11:30 p.m. and 12:30 a.m. The clerk will collaborate with the 11-7 charge nurse after running the pre-census to assure all patients who are in-house are listed and accounted for. After verification of the pre-census, the clerk will complete any admissions or discharges that may be pending prior to running the final census. When the final census is ran it should be spooled to ensure that each department receives a copy of the daily census report.
 6. The ER log should be run after midnight and the clerk should review to ensure all discharges have been recorded with correct discharge and disposition codes.
 9. Handle all telephone calls being mindful of HIPAA rules and regulations. Please use proper telephone etiquette. Give your location, name, and job title when answering telephone calls.
 10. Give assistance when instructed to do so with placing orders of lab or x-ray requests and transportation of non-critical patients to x-ray or delivering specimens to the lab. Clerks may also be asked in changing linens on beds if the ER/RHC is extremely busy. In the outpatient admitting department the clerk will place all orders before sending the patient to the appropriate department.
 11. Order and restock office supplies as needed and maintains a clean work area.
 12. Make and keep a supply of admission packets.
 13. Demonstrate knowledge of compliance with all hospital policies including those regarding the Hospital Compliance Program.
 14. Demonstrate knowledge of registration and hospital policies and procedures.
 15. Demonstrate a good working knowledge of hospital personnel policy and procedures with visual evidence of a positive attitude.
 16. Demonstrates knowledge of role in Emergency preparedness.
 17. Patient Service Specialists will not secure vital signs, participate in patient care, nor relay test results to patients. Protect the confidentiality of the patient at all time especially in regard to patient information whether such information is verbal, written, or electronic.

PHYSICAL DEMANDS:

Ability to perform various motor skills such as; sitting and standing for long periods of time, walking, lifting (up to 25 pounds) using proper lifting techniques, stair climbing, reaching, bending, twisting, grasping and arm-hand coordination on a continuous basis. Employee will be required to work closely with computers on a daily basis (at least 7 hours per shift).

I have read the above job description and have received a copy. I fully understand the requirements set forth therein.

Employee Signature: _____ Date: ____/____/____