

 Oroville Hospital	Job Description for Patient Access Clerk		Department: Patient Access
	Dept.#: 8560/8561	Last Reviewed: 05/08; 08/12 Last Updated: 8/10	

Reports To

Patient Access Manager

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 patient's 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. Forwards reports of injury to appropriate agencies on industrial accidents as necessary
7. Request cash co-payments, cash deposits and cash payments from each patient
8. Accountable to provide accurate receipts for payment transactions
9. 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
7. Must obtain crisis prevention certification (if scheduled to work in the ESD)

Title:	Business Office Admitting/Registration; Patient Access Clerk		Page 2 of 2
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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.