

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

Reports To

Patient Access Manager

Job Summary

The Patient Access Supervisor 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, orientation of new employees 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 continuing staff education and training
5. Offers guidance to employees related to Point-of-Service collective activity
6. Ensures proper utilization of purchased software
7. Other duties as assigned
8. Goals and objectives set in conjunction with the Manager of Patient Access and the Director of Patient Financial Services are made sure to be met or exceeded
9. Problem situations are to be resolved appropriately and independently
10. Make sure Manager of Patient Access or 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

Qualifications

1. Analytical ability required to evaluate processes and to recommend improvements as necessary
2. Good oral and written communication skills to work with patients, physicians and department staff
3. Strong commitment to formalized orientation and training of staff on an on-going basis

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4. Minimum three years experience in patient registration, financial counseling and central scheduling
5. Previous Supervisory experience preferred

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.