

**JOB DESCRIPTION**

**NOTE:** This document is intended to describe the general duties required of this position. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities.

**JOB TITLE:** Patient Admissions Representative/Rehabilitation Aide 779

**DEPARTMENT:** Therapy Services and Outpatient Therapy

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma and additional post-secondary classes in medical insurance, medical terminology, and health care business preferred.

**Certification/Registration/Licensure:** Listed on Wisconsin Nursing Assistant Registry preferred.

**Experience:** Hospital or clinic admitting experience utilizing computer/keyboarding skills, medical terminology, health insurance processing, excellent customer service skills, and decision-making skills preferred. One year of experience in direct patient care preferred in orthopedics or cardiac preferred.

**JOB DESCRIPTION SUMMARY:**

Responsible for patient care under the direct supervision of a Physical/Occupational Therapist, Registered Nurse or Master's-prepared Exercise Physiologist. Responsible for the timely, complete, and accurate registration process of patients while meeting payor requirements. Manages telephone calls and appropriately communicates information with patients, physicians, and/or staff.

**ESSENTIAL JOB DUTIES:**

- Directs or transports patients
- Schedules treatments
- Assists therapist or nurse
- Operates equipment
- Uses computer to process daily charges and discharges
- Communicates with health care team
- Orders supplies
- Organizes work environment, i.e., files, supplies, etc.
- Manages assignments and projects
- Creates a healing relationship with patients and families
- Maintains clinic cleanliness and cleans booths following each patient
- Performs registration/preadmission of patients accurately to include scheduling, confirmations, reschedules, follow-up, and cancellations of appointments
- Greets/triages/directs patients
- Coordinates patient placement/maintains census
- Provides patients with payment/collection information and collects time of service payments
- Answers and refers telephone calls
- Helps patients understand explanation of benefit (EOB) information
- Meets payer requirements
- Provides general office support that includes data entry, mails correspondence, paper and chart filing, scans documents, requests files, downloads/formats files/notes, and maintains properly functioning equipment
- Assists patient care staff with planned care process
- Completes business improvement projects aimed at cutting costs, serving the customer, improving productivity, and pursuing breakthrough innovations
- Assists with facilitation of new processes and personnel for improvement of patient and department needs
- Provides age-appropriate care/service as applicable to role
- Assures reliable, predictable outcomes and no needless waits
- Uses Information Systems to their full capability
- Duties as defined by specific department (if applicable)
- Attends regularly-scheduled and assigned shifts

**ESSENTIAL JOB BEHAVIORS:** (Revised 11/28/11)

- Commits to Service Excellence and "The Bellin Experience":
  - Patient/Family Centered Care
  - Privacy/Confidentiality
  - Accountability/Team
  - Safety/Environment
  - Communication
- Demonstrates behavior consistent with Bellin's values: - People - Service - Innovation - Learn - Improve
- Practices corporate compliance and standards of confidentiality
- Practices lean thinking

**HAZARDOUS MATERIALS:**

All employees are provided with information on hazardous materials as part of general orientation. Education and training for the safe use and handling of hazardous materials specific to your department will be provided.

Can you perform the above essential job duties with or without reasonable accommodation?  Yes  No Initial Here \_\_\_\_\_

I have read and do understand the requirements of this position. I further understand that this is a summary of job responsibilities and does not imply contractual relationships of any type and furthermore is subject to change in order to meet organizational needs.

Name \_\_\_\_\_ Date \_\_\_\_\_