

**Job Title:** TRINITY HOSPITAL (owned and operated by Mountain Communities Healthcare District)  
Patient Registration Representative – Home Health

**FLSA Status:** Non-exempt

**Location:** Home Health

**Supervisor:** Director of Nursing

**Category:** \_\_\_Regular \_\_\_Part-time \_\_\_Casual \_\_\_Temporary

**Note:** Regular, part-time, casual and temporary categories of employees are defined in the Employee Handbook. For a temporary employee, the nature of the position is for a specified amount of time. For the casual employees, the work hours are intermittent (variable based on hospital needs). Temporary and casual categories are not entitled to certain benefits, as per the Employee Handbook.

1. **Scope and Range of Responsibility:** Under the director of the Home Health RN and/or Director of Nursing, the incumbent will be responsible for general admissions, scheduling and telephone operations activity, including greeting and directing customers, obtaining necessary customer information, copayments, and explaining home health policies, as needed.
2. **Organizational Structure:** The incumbent's supervisor is the Director of Nursing. The Director of Nursing is responsible to the Chief Executive Officer.
3. **Mission Elements of Mountain Communities Healthcare District:** MCHD provides patient care to residents of Trinity County. In addition, we offer a full-service emergency room, OR services, acute care, a skilled nursing facility, a health clinic and a dental clinic. It is our mission to provide excellent patient care and customer service to all who walk through our door.
4. **Position Responsibilities and Duties:** *Position Responsibilities* are rated as part of the employee's competency-based performance appraisal. Within the parameters established by the Chief Executive Officer, and approved policies and procedures, the incumbent is assigned the following position responsibilities and duties:
  - Receives patient information necessary for admission to Home Health
  - Collates patient information and accurately prepares patient census
  - Appropriately confers with insurance companies and documents patient eligibility and benefits
  - Assists patients and insurance companies with questions regarding accounts, in person and over the telephone, in a professional manner
  - Reads complex procedures and policy documents to determine action needed
  - Interprets the principles, laws, and procedures in the area of billing
  - Understands and applies special coding procedures for Medicare and Medi-Cal and understands and appropriately uses ICD-9 and CPT Code Books for billing purposes



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- Participates in agency activities outside individual program in order to stay aware of overall agency goals and issues in order to build “agency-wide” teamwork
- Appropriately responds to patients requests for information and to complaints
- Establishes and maintains effective working relationships with those contacted in the performance of required duties
- Explains rules and regulations to patients and patient families in a calm and understanding manner
- Keeps Director of Nursing and Lead Home Health Nurse informed of new policies and procedures affecting Home Health
- Demonstrates willingness to be cross trained to other areas
- Demonstrates a positive attitude about agency, job and consumer/family members possesses understanding/compassionate perspective
- Contributes fair share of workload and takes initiative to support teamwork in assigned program and system wide
- Adheres to local, state and federal laws, rules and regulations
- Appropriately discusses hospital matters within the hospital premises and refrains from discussion of hospital matters outside the hospital premises
- Demonstrates knowledge and skill necessary to interact with people of all ages
- Understands the Mission, Philosophy and organization structure of Trinity Hospital, Trinity Home Health and pursues responsibilities based upon the Mission and Philosophy
- Remains flexible to the needs of the facility regarding staffing patters (holidays, weekends and/or call time). Actively participates in the resolution of staffing conflicts as the need arises
- Demonstrates the ability to function in a non-structured environment
- Participates as necessary and/or required in CQI monitoring, as indicated
- Other duties as assigned

##### **5. Qualifications:**

- High School Diploma or equivalent
  - Minimum of one year of office or hospital clerical experience
  - Knowledge of medical terminology preferred
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6. **Position Knowledge:** Must be able to organize, prioritize manage time and meet deadlines. Ability to work well alone and/or with a group, and with or without direct supervision. Ability and understanding to maintain a high level of confidentiality. Must be able to work well with patients, vendors and agencies from both the private and public sector. Computer knowledge and ability to use software, including Word, Excel and the Internet. Ability to type accurately and operate a phone system.
7. **Work Conditions:** The physical demands here are representative of those that must be met by an employee to successfully perform he essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Walking, standing, pushing, pulling and lifting in general office area. Must be able to work in spite of frequent interruptions. Must have ability to read work product of others, computer/monitor screens and printouts. May have moderate exposure to communicable diseases and blood borne pathogens, and rare exposure to toxic substances. Must be able to perform complex mathematical analysis and calculations. Must exhibit high level of concentration and attention to detail. Must have the ability to work with a team, prioritize work. Interactivity with others is professional and appropriate.
8. **Other Position Requirements:**
- Must agree to and pass a criminal and civil background check and OIG Screening
  - Must agree to and pass a pre-employment substance abuse screening
  - Must agree to and pass a pre-employment physical and two-step TB test
  - Must be able to provide “right to work” documentation upon appointment

Supervisor: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Copy to: Employee's Personnel File

