



# Pershing Memorial Hospital is currently recruiting for the following position:

## **Temporary, PRN - Patient Access Representative (former Admissions Clerk)**

Pershing Memorial Hospital is hiring a Patient Access Representative to our Admissions team. The PAR is responsible for registering patients for treatment in our outpatient setting or for admission to the hospital, ensuring that all policies and procedures are observed. Staff perform data entry regarding demographics and insurance into the electronic health system along with verification of insurance benefits and financial explanations, as indicated. Staff are often the first point of contact for our patients and therefore must represent Pershing Health System with the highest standard of customer service, abiding by the Standards of Excellence.

### **Patient Access Representative Responsibilities:**

1. Interviews in-coming patients for medical and/or hospital care to obtain demographic information, insurance information, orders for treatment and related information and consents.
2. Assures proper identification of patient upon registration, to ensure accuracy and patient safety.
3. Records patient demographic information into the electronic registration system and verifies insurance coverage.
4. Utilizes critical thinking skills to assess and respond to a variety of situations, anticipating patient's needs and being able to respond to them.
5. Ensures positive patient experience by displaying positive customer service skills.
6. Attention to detail is essential to ensure accurate medical record.
7. Able to understand, articulate and enforce hospital compliance with Medicare Secondary Payer (MSP), HIPAA Privacy standards, Patient Bill of Rights and Responsibilities, Consent to treat, EMTALA, state and CMS (Medicare) requirements.
8. Advises patients and families of financial assistance availability and refers to billing and/or collections departments, as appropriate.
9. Provides clerical support to the registration department, including data entry, collection and processing of payments, filing and organizing provider paper orders and maintaining daily deposit payment log.
10. Provides administrative support such as answering telephones, routing calls, talking messages, confirming appointments with patients, receives and directs visitors, confirms services needed by patient and orients patient to specific department for medical procedures.

### **Patient Access Representative Responsibilities Requirements:**

- Interviewing skills.
- Word processing and/or data entry skills.
- General computer experience.
- Ability to multitask, interact and communicate with people over the telephone, often in stressful situations.
- Word processing and /or data entry skills.
- Ability to maintain filing systems.
- Knowledge of Medical Terminology.
- Ability to maintain quality, safety, and/or infection control standards.
- Receptionist skills.
- Ability to learn and distinguish insurance and payer types.
- High School Diploma or GED.
- Previous experience in a related field is helpful.
- Previous experience not required.



[www.phsmo.org](http://www.phsmo.org)

*Pershing Health System is an equal opportunity provider and employer.*