



## Example of Patient Access Job Description

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Our company is looking to fill the role of patient access. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

### Responsibilities for patient access

- Ongoing quality assurance and audit of employee registrations to determine training needs
- Responsible for maintaining and collecting statistical data for audit, reports, special projects or assignments as requested
- Assigns each Patient Access Representative (registrar) to complete registrations in real time, to serve to prioritize the order of registrations
- Re-assigns staff and assignments as warranted, pulls in financial counseling or registrar support as warranted
- Monitors registration and financial screening time, eligibility verification and co-pay collection
- Adjusts staff work assignments as appropriate
- Facilitates data integrity by supporting the work flow of staff to courteously and professionally obtain accurate and complete demographic and financial information in person or remotely following appropriate established processes, to secure consents and regulatory signatures from patients or designee, essential for treatment and payment
- Secure all signatures necessary for treatments, release of medical information, and assignment of insurance benefits and payment of services from legally responsible patients
- Delivers individual and group on-the-job training programs to meet the needs of front-end clinic staff
- Facilitates staff development by promoting learning experience and tailoring

## Qualifications for patient access

- Acts as a liaison for all automated systems internally & externally for department, identifies & trouble shoots problems and needs as they arise, Participates in corporate, hospital and departmental committees pertinent to job or as assigned, facilitates as required, performs other duties as assigned
- Provides input in hiring, terminating, orienting, training, monitoring and disciplinary process for employees including pay for performance, instituting formal discipline process per Human Resource guidelines, maintaining employees department personnel files
- Patient Access leadership experience within a hospital required
- Minimum 3 years healthcare management experience required
- Ensures that all scheduled appointments/referrals are appropriately documented to include accurate insurance and patient demographics
- Clinical Bachelor's Degree required (BSN, RN, dietitian, other)