



# Example of Patient Access Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of patient access. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for patient access

- Participates in the development, maintenance and implementation of standards, manuals, procedures, tools and guidelines relating to unit-specific training and employee development
- The Patient Access Lead will help coordinate all aspects of Patient Access in a manner that ensures a customer-focused quality conscious work climate
- The primary function of this position is to provide continual assessment and feedback to the appropriate team members and to the Patient Access management team
- The Patient Access Lead will be the primary contact person for staff on a daily basis to ensure the department and customer expectations are being met
- This position requires participation in on-call rotation within the department
- Reviews input and audits quality to assure accuracy in all aspects of the position, particularly patient type, financial class and insurance codes
- Will escort patient to designated location according to preference and physical need (e.g., walking, wheelchair, stretcher)
- Will ask patients, per policy, to leave valuables at home
- Attend all mandatory department meetings and other education, orientation and/or training as required by St James Healthcare
- Other duties as assigned by the Director or other members of management

## Qualifications for patient access

- Must be able to remain calm and professional under pressure

- Assists in writing policies and procedures for the department ensuring all processes are proceduralized accurately, assists in training and orienting processes for employees, provides feedback to employees concerning work performance based on daily, weekly and monthly AQ monitoring
- Attends in-service presentations, and complete mandatory education week including, but not limited
- Three years of related work experience that would demonstrate attainment of the requisite job knowledge/abilities
- 2+ years of relevant experience in project management, product operations, or consulting