

**FULTON COUNTY MEDICAL CENTER  
POSITION DESCRIPTION**

**POSITION TITLE: PATIENT ACCESS CLERK**  
**REPORTS TO: PATIENT ACCESS MANAGER**  
**REVISION DATE: OCTOBER 2017**

**I. POSITION SUMMARY:**

A Patient Access Clerk is an employee with strong clerical experience who, under the direction of the Patient Access Manager, performs clerical and registration duties as well as other duties as assigned.

**II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION:**

High school diploma with emphasis on business courses. Experience in healthcare or related industry preferred, or equivalent educational training. Ability to follow procedures. Able to communicate effectively, both verbally and written. Possesses clerical and basic mathematical skills. Able to multitask and complete tasks with minimal supervision. Computer experience is required. Must learn and maintain competency in multiple computer software systems used to register patients for services at FCMC.

**III. CUSTOMER FOCUSED EXPECTATIONS:**

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services the Patient Access Department provides.

**IV. TYPICAL PHYSICAL DEMANDS: (subject to accommodation or modification as required)**

1. Standing and walking 10-15% of the time, and sitting 85-90% of the time.
2. Occasional lifting and/or moving up to 25 pounds.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

**V. TYPICAL MENTAL DEMANDS: (subject to accommodation or modification as required)**

1. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and a variety of instructions.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies and members of the community, to manage stressful situations, and to handle conflict.
3. Ability to organize with attention to details.
4. Ability to work with and apply mathematical concepts to practical situations.
5. Ability to handle pressure of meeting deadlines, to be accurate, to manage constantly changing situations, and create a positive work environment.

**VI. WORKING CONDITIONS:**

The noise level and activity in the work environment is moderate. However, exposure to noise distractions and unpredictable behaviors will be experienced. Exposure to prolonged viewing of a computer terminal, eyestrain, and repetitive motions will also be experienced.

**VII. EQUIPMENT TO BE USED:**

1. Computer
2. Telephone system
3. Printer
4. Copier
5. Facsimile Machine
6. Calculator
7. Postage Machine

**VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached):**

**IX. ESSENTIAL FUNCTIONS (see attached):**

**X. NON-ESSENTIAL FUNCTIONS (see attached):**

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



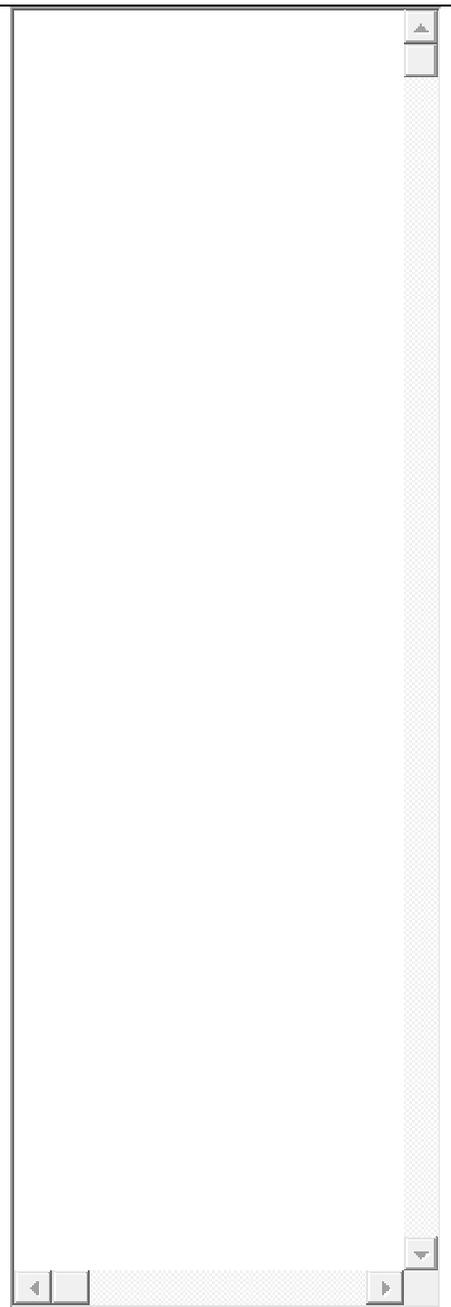
Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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<b>Methods of Measurement Include the Following:</b>		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			Comments
	D	M	E	
<b>FACILITY WIDE COMPETENCY</b>				<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
<b>INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS</b> <ul style="list-style-type: none"> <li>Comply with regulatory agencies, and institutional and operating systems.</li> <li>Adhere to all Hospital Policies and Procedures as they apply to the area.</li> <li>Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module.</li> <li>Protect patient/customer confidentiality.</li> <li>Comply with HIPAA regulations as they apply to the job.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>PERFORMANCE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>Adhere to current organizational Performance Improvement priorities</li> <li>Participate in quality studies through data collection</li> <li>Make recommendations and take actions to improve structure, system or outcomes</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>Demonstrate commitment to serving the customer.</li> <li>Demonstrate excellence in communication with the customer.</li> <li>Create a welcoming environment for the patients, family and other interdisciplinary team members</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
A. Performs registration function for all services throughout the facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border: 1px solid black; height: 761px; width: 100%; position: relative;"> <div style="position: absolute; top: 5px; right: 5px;">▲</div> <div style="position: absolute; bottom: 5px; right: 5px;">▼</div> </div>
B. Obtain data from incoming patients and/or prospective patients or representatives to enter accurate personal and demographic information in the hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Scan front & back of all insurance cards and all other pertinent documents essential to complete the registration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
D. Obtains patient signature or representative signature on necessary forms for consent of treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E. Print patient wristbands and/or labels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F. Request payment and co-pays at time of service, reviewing accounts receivable for prior outstanding balances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G. Prepares pre-registration of outpatient procedures and send a facesheet to UR for pre-certification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
H. Verifies the Utilization Review clerk's note in the system to ensure appropriate insurance verification of all registration accounts. Work with the UR department if information is incomplete or missing in the system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I. Performs duties of cashier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
J. Accepts payment for patient accounts, verifying amount due on computerized patient account system and writes receipt for patient payment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
K. Performs a daily cash log to show all incoming and out going of cash from cash drawer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
L. Answering switchboard in professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
M. Use of paging system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
N. Serves as information desk to direct patients, visitors etc. to their desired destination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
O. Prepares and inventories valuables upon patient request and placing them in safe until discharge. (Always have nurse witness to verify valuables collected)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P. Provide relief for Emergency Room Registration clerk for meal breaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q. Sorting in-coming mail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R. Open, copy, and type up daily check list on Saturdays.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S. Running out going mail thru postage machine and take to post office Monday thru Friday.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T. Maintains current patient census and pastoral information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U. Calling physician office for patient orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V. Putting together Admission packet information (to be handed out to admission and surgery patients).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
W. Assisting in training and orienting new employees in departmental procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X. Always promotes positive relations when interacting with patients and/or fellow employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y. Performs other duties and projects as directed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Z. Enters orders from the providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AA. Utilize schedules for necessary information in all systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BB. Register Cardiology appointments for all patients that present for services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CC. Assist with transportation for transfers to ancillary departments within the hospital.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DD. Assist with setting up appointments for additional services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EE. Utilize the facility kiosk system for processing patients to a registration booth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Non Essential Functions:			D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
Comments:		
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>		
Future Plans and Actions:		
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>		
Employee Comments:		
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>		
<p>To update our files, please answer the following questions:  Have you received a higher education degree in past 12 months: Yes___ No___  Please forward to Human Resources  Have you received a certification in the past 12 months: Yes___No___  Please forward to Human Resources</p>		

**I have reviewed this Performance Evaluation**

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Employee Signature

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Evaluator Signature

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Department Head or Designee Signature

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Date

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Date

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Date