

EASTERN OKLAHOMA MEDICAL CENTER
Position Description

POSITION: Patient Access Manager

DATE: 07/2022

DEPARTMENT: Admitting

Position Summary:

Manage the Patient Access Staff, Precertification Staff and Cash Posting Staff to ensure the hospital receivable are in line with set standards guided by input of the CFO of Eastern Oklahoma Medical Center.

Position Accountabilities:

1. Ensures registration and admitting staff are properly trained.
2. Ensures accuracy and completeness of all registration and admitting information.
3. Works with other business office leaders and departments to ensure accounts are properly registered and billed, as well as to mitigate denials in a proactive manner.
4. Direct the update of Chargemaster for Hospital and Clinic.
5. Follow all state and federal guidelines for insurance.
6. Consistently strives to increase productivity through innovative techniques.
7. Performs in an accurate and timely manner in emergency situations.
8. Has a sound knowledge of all policies and procedures.
9. Attends and participates in continuing education.
10. Establishes a good rapport with patients and visitors, respecting the patients right to privacy and confidentiality of information.
11. Handles telephone or written request in a professional manner.
12. Recognizes and performs duties which need to be performed.
13. Ensures that all registration meets compliance rules and regulations.
14. Does not abuse or take advantage of sick time.
15. Adjust schedule to respond to the demands of work.

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16. Assists in other areas as required.

17. Prepare and recommend department operating budget and ensure department operates within allocated funds.

22. Performs all other duties as directed.

POSITION QUALIFICATIONS:

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| Minimum Education | Bachelor's degree or equivalent education/experience in business administration, accounting. |
| Experience: | Sufficient previous office management and accounts receivable experience with supervisory responsibilities. |
| Required Courses/Training | Enhance professional growth and development through educational programs, seminars, etc. to keep abreast of changes in the field. |
| Required Certification/Registration | None |
| Skills | Good communication skills both oral and written. Previous supervisory experience. Good customer relation skills. |
| Physical Demands | Prolonged sitting, walking, standing, and bending. Extensive time on telephone. |
| Working Conditions: | Generally pleasant office environment. Can be stressful at times due to contact with multiple personalities. |

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Health Care Professional Acknowledgement:

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the department change. I further agree to notify my immediate supervisor, if I am unable to complete any of my job duties in a timely manner.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Date

Employee Signature

Employee Printed Name