



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: Patient Registration/Scheduling Supervisor

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 7:30am-6:00pm (Flexible schedule)

Salary Range: \$14.00 - \$ 17.00 per hour depending on experience and qualifications

Posting Date: October 17, 2017

Closing Date: Open until filled

Description of Position:

The Lead Patient Registration Clerk will be responsible for the coordination of all aspects of the Lac Courte Oreilles Patient Registration Program throughout the LCO-CHC. The Lead Patient Registration Clerk will ensure that all PR Clerks are completing the intake and processing system of all patients seen in the clinic. Processing of patients will be the most important on-going priority of the position. Supervise and lead all Patient Registration Clerks of the LCO-CHC.

Qualifications:

- Possess a High School Diploma or equivalent required.
- Degree in Medical Office Required
- Degree in Hospitality preferred
- A minimum of 3 – 5 years of patient access and customer service experience required
- 2 years as a Supervisor of 3 or more employees required
- Excellent oral, written and people skills.
- Possess excellent communication and customer services skills
- Be able to interact with courtesy at all times.
- Computer data entry skills required
- Knowledge of Medical Terminology preferred
- Knowledge of Patient Registration software preferred
- Must be able to work independently and be detail-orientated
- Must be reliable and consistently be at work.
- Ability to handle different types of personalities in a professional, courteous manner.

- Possess high standards of patience.
- Must be customer orientated
- Excel and Microsoft office experience required
- Mantoux TB test current
- Completed Hepatitis B series
- CPR Certified or must obtain
- Must be able to pass a background check
- Must be able to pass pre-employment and random drug testing
- Valid WI Driver's License
- Vehicle Insurance
- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations.

Knowledges, Skills & Abilities

- Customer orientation – establishes and maintains long-term customer relationships, building trust and respect by constantly meeting and exceeding expectations
- Communication – communicates clearly and concisely, verbally and in writing
- Interpersonal skills – able to work effectively with other employees and patients.
- PC skills – demonstrates proficiency in PC applications as required.
- Policies & Procedures – demonstrates knowledge and understanding of organizational policies, procedures and systems

Major Duties and Responsibilities:

1. Monitor the patient registration process, to ensure accuracy and completion of patient records, updating as necessary, and complete required reports.
2. Gather information from patients for payment and billing; recognize those patients qualified for alternate billing resources; ensure all patient information is accurate and up to date. Accurately schedule patients appointments for which they need to be seen.
3. Complete patient reminder appointment calls for Medical patients or assign to Patient Registration staff.
4. Check for correct information and update patient information in patient registration system.
5. Make sure all patient insurance is current at all times.
6. Responsible for greeting and navigating patients/guests in registration lobby. Provide assistance to patients checking-in for services, and expedite patient flow. Navigate patient/guest flow in registration areas to ensure an overall positive customer experience.
7. Supervise all Patient Registration staff and continuously monitor the accuracy of completion of registering of patients.
8. Accesses the scheduling module to process all routine patient appointments and registrations.
9. Verifies demographics and insurance information.
10. Triage incoming calls.
11. Assists with various clerical and support activities that help the department run efficiently.
12. Answer patient and visitor questions or direct them to appropriate staff.
13. Oversee the daily activities of the Patient Registration Staff.
14. Schedule the patient registration clerk accordingly so that there is always coverage from 7:30am-6:00pm.
15. Greet patients upon arrival, and navigate patient flow.
16. Monitor patient registration tracker.

17. Perform lobby rounding to ensure patients are kept aware of their wait time expectations
18. Obtain copies of necessary identification and insurance cards.
19. Coach other employees with customer service opportunities.
20. Update medical providers schedule when required by HR Director.
21. Promote and incorporate the Medical Home Model for all patients care.
22. Submit required monthly reports for management on time.
23. Adhere to all company, departmental and personnel standards, policies and procedures.
24. Support company quality and performance improvement goals and objectives.
25. Participate in Incident Command assigned by management.
26. Responsible for reporting Adverse Incidents.
27. Promote available services or changes in services to the LCO Community.
28. Any other duties assigned by the Finance Director.

Supervision and Guidance:

The Lead Patient Registration Clerk will work under the direct supervision of the Finance Director with oversight by the Health Director.

***Applicants for employment with the Health Center must submit with the current application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any stated Qualifications

Three (3) current letters of recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
(715) 638-5132
(715) 634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

07/22/2016

11/18/2016
10/17/2017
11/13/2017