

Job Description

Northern Light Health

Department: Patient Access Management

Position is located: Northern Light Eastern Maine Medical Center

Work Type: Full Time

Hours per week: 36

Work Schedule: 12 Hours A Day Work Schedule

Sign on bonus: This position is eligible for a \$1,500 sign on bonus (paid out incrementally, with a work commitment).

*Current employees of any Northern Light Member Organizations or those with service break less than one year are not eligible.

Summary:

Registration representatives are often the first point of contact upon patient arrival and are required to have excellent customer service skills. This position will input patient information received in person or over the phone, to update the hospital system for patient demographic, insurance, financial obligation, or appointment related data for a variety of practice and hospital services.

Responsibilities:

- Greets visitors and patients in person, or communicates by telephone or video conferencing, upholding excellent customer service.
- Enters and updates patient demographic and financial information, ensuring the patient is fully registered as early in the process as possible.
- Obtains appropriate applications and forms, confirming signatures are on file. Photocopies/scans documents as needed.
- Provides patients with financial responsibility information and collects patient liabilities, documents amounts in the appropriate fields, and balances the cash box daily. Works with partnering departments (Financial Counseling, Scheduling, Financial Clearance, and clinical areas) to ensure all aspects of the patient's encounter are completed as needed.
- Provides wayfinding instructions and assist with hospital information as requested.
- Coordinates patient admission needs, bed assignments, and tracking boards where applicable.
- Meets or exceeds audit accuracy standards. Works worklists and error reports timely, and proactively seeks assistance to resolve as needed.
- Maintains a safe environment complying with NLH policies and procedures; reports and directly addresses environmental hazards and violations of patient safety policy and/or protocol when involved or observed.
- May perform other duties upon request.

Competencies and skills:

Essential:

- Exercises Sound Judgment & Decision Making: Understands and processes complex information, which allows for appropriate and accountable conclusions. Does not react too quickly or slowly. Balances facts, goals, and potential approaches taking the appropriate criteria into account. Makes active decisions and commits oneself by communicating confidently and respectfully.
- No previous experience required.
- Provides Patient-Centered Care: Demonstrates understanding of patient care quality and service as organizational priority. Proactively supports change to improve patient experience and results. Exhibits the ability and willingness to find out what the patient wants and needs and to act accordingly, taking the organizational and outside resources into account. Cooperates, collaborates, communicates, and integrates care within and between teams to ensure that care is continuous and reliable.

Education:

Essential:

- High School Diploma/General Educational Development (GED)

Working conditions:

Essential:

- Potential exposure to abusive and/or aggressive people.
- Potential exposure to noise levels being uncomfortable.
- Potential exposure to noxious odors.
- Potential exposure to very hot or cold temperatures.
- Work with computers, typing, reading or writing.
- Lifting, moving and loading 20 to 30 pounds.
- Continuous sitting.

Position Registration Representative **SIGN ON BONUS**

Location US:ME:Bangor

Req ID 1881