

<b>REPORTS TO:</b>	Vice President/Chief Accounting Officer
<b>REVISED:</b>	02/2014; 09/2021
	See current organizational chart for oversight/administrative support information

**PRIMARY FUNCTION:**

Responsible for conducting timely admissions for all patients in a professional manner in accordance with the philosophy, goals and objectives of Clarinda Regional Health Center.

**QUALIFICATIONS:**

**Education and/or Experience**

- High school diploma or equivalent preferred
- Previous office experience preferred

**Certificates, Licensure, Registrations**

- For job-specific certifications refer to the [Education Certification Requirements by Job Category: Non-Clinical Staff](#)

<b>Essential Job Duties and Responsibilities</b>	
1.	<p>Maintains and demonstrates current working knowledge of established policies and procedures and carries out all operational processes of Admissions in an accurate and efficient manner.</p> <ul style="list-style-type: none"> <li>• Pre-admits and admits patients by gathering all insurance and demographic information.</li> <li>• Verifies insurance through eligibility verification.</li> <li>• Explains the consent to treat form and all other paperwork associated with the admission to the patient at the time they are signing the admissions paperwork.</li> <li>• Scans copies of insurance cards, driver’s licenses, etc. to assist in processing of claims once admissions and patient’s visit is completed.</li> <li>• Updates addresses and various patient information to keep computer database as up to date as possible.</li> <li>• Assists patients and visitors with directions to area of service upon request.</li> <li>• Collects copays and payments or directing private pay customers to the Financial Service Representative for setting up a payment plan.</li> </ul>
2.	<p>Performs account creation and registration tasks in accordance with established policies to obtain complete and accurate demographic and insurance information.</p> <ul style="list-style-type: none"> <li>• Reviews registration follow-up reports for Patient/Guarantor Information and Insurance Information.</li> </ul>

	<b>Essential Job Duties and Responsibilities</b>
	<ul style="list-style-type: none"> <li>• Scans report for errors and corrects them in the computer.</li> <li>• Monitors census edits and makes correction as needed.</li> </ul>
3.	<p>Provides support in the areas of admissions, patient account services, customer service, and answering incoming telephone calls.</p> <ul style="list-style-type: none"> <li>• Provides information to all customers by phone, pagers or other communication media.</li> <li>• Answers telephone calls and related questions in a professional manner.</li> </ul>
4.	<p>Participates in CRHC’S Quality program, committees, performance and quality improvement initiatives, and activities which support the facility and department operations.</p> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to the practices of Quality Improvement (QI).</li> <li>• Regularly attends Department huddles</li> <li>• Completes tasks as outlined on Department Huddle Board</li> </ul>
5.	Performs other duties as assigned.

**ESSENTIAL WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:**  
 The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  
 (check appropriate column or enter maximum individual lifting requirement)

<b>Physical Activity</b>	<b>Not Applicable</b>	<b>Occasionally (0-35% of day)</b>	<b>Frequent (36-66% of day)</b>	<b>Continuous (67-100% of day)</b>
Sitting				X
Standing		X		
Walking		X		
Climbing	X			
Driving	X			
Lifting (floor to waist level)		40 lbs.	25 lbs.	5 lbs.
Lifting (waist level and above)		40 lbs.	25 lbs.	5 lbs.
Lifting (shoulder level and above)		40 lbs.	25 lbs.	5 lbs.
Carrying objects			X	
Push/pull		150 lbs.	100 lbs.	5 lbs.
Twisting		X		
Bending		X		
Reaching forward			X	
Reaching overhead		X		
Squat/kneel/crawl	X			
Wrist position deviation				X
Pinching/fine motor activities				X
Keyboard use/repetitive motion				X
Taste	X			
Talk				X
Smell	X			

<b>Sensory Requirements</b>	<b>Not Applicable</b>	<b>Accurate 20/40</b>	<b>Very Accurate 20/20</b>	
Near Vision		X		
Far Vision		X		
	<b>Not Applicable</b>	<b>Yes</b>	<b>No</b>	
Color Discrimination			X	
	<b>Not Applicable</b>	<b>Accurate</b>	<b>Minimal</b>	<b>Moderate</b>
Depth Perception		X		
Hearing		X		

<b>Environment Requirements</b>	<b>Not Anticipated</b>	<b>Reasonably Anticipated</b>
<i>Occupational Exposure Risk Potential</i>		
Bloodborne Pathogens	X	
Chemical	X	
Airborne Communicable Disease	X	
Extreme Temperatures	X	
Radiation	X	
Uneven Surfaces or Elevations	X	
Extreme Noise Levels	X	
Dust/Particulate Matter		X
Other (List)		

<b>Shift Requirements</b>	<b>8 hrs/day</b>	<b>10 hrs/day</b>	<b>12 hrs/day</b>	<b>Other (varied)</b>
Usual workday hours	X			



**CSRI – CUSTOMER  
SERVICE REPRESENTATIVE I**  
REVIEWED 05/2024

	<b>Not Applicable</b>	<b>Yes</b>	<b>No</b>
Regular, punctual attendance for assigned shifts		<b>X</b>	
Available to work overtime		<b>X</b>	



**ESSENTIAL FUNCTION FORM**

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description and answer the following question. If you would like assistance with this process, please ask Human Resources.

**Can you perform the essential functions of the position with or without reasonable accommodations?**

**YES**

**NO**

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_