

Jewish Renaissance Foundation

Job Description

<u>Title:</u>	Patient Registrar
<u>Status:</u>	Part-Time/Hourly/Non-Exempt
<u>Program:</u>	JRF Community Health Center
<u>Location:</u>	Edison, NJ
<u>Reports To:</u>	Director of Health Services
<u>Rate:</u>	\$15.00-\$18.00/hour

Who We Are:

Established in 1996, the Jewish Renaissance Foundation (JRF) is a nonprofit organization that currently serves more than 6,000 people in Middlesex County each year providing support services in the areas of Community Development and Training, Youth and Family Services, Employment Training, Education and Childcare, and Healthcare Services.

If you are seeking a position within an organization whose vision is to overcome poverty and hopelessness by providing individuals, children and families, with essential health, human services, community development and youth programs regardless of culture, faith, and economic status then consider a position with the Jewish Renaissance Foundation.

Job Summary:

On August 11th 2015, the JRF was awarded a grant to open the doors of the JRF Community Health Center, a Federally Qualified Health Center (FQHC). As a result, we have been bestowed the unique position to provide comprehensive, high quality primary and preventative healthcare services to the uninsured and medically underserved residents of the Township of Edison and neighboring communities.

The fundamental responsibility of the Patient Registrar at the JRF-CHC is to ensure patients are scheduled in an efficient and timely manner, with a focus on the critical aspects of patient registration including creating a welcoming first impression, soliciting personal health information, collecting all necessary documentation, answering sensitive patient questions and concerns, verification of insurance, co-payments, scheduling, and pre-access for the entire health center. Additionally, it is required to maintain patients' confidentiality in regards to HIPAA and other federal, state and local regulations as stated in the policies and procedures manual. The Patient Registrar will report directly to the Director of Operations and Health Services.

Registrar Responsibilities:

- Greets patients in a prompt, pleasant, and helpful manner.
- Books, coordinates and schedules all patient appointments utilizing the health center's EMR system.
- Maintains a high level of accuracy and confidentiality with regard to patient and insurance input into the health center's EMR system.
- Maintains and updates current information on providers' schedules.
- Answers telephone, screens calls, and provides information to callers as needed.
- Assembles and updates patients' charts, and creates chart for all new patients.
- Conducts patient-registration to obtain required demographic and insurance information and enters such information accurately into computer.
- Obtains required signatures on legal consents and insurance forms.
- Contacts insurers to verify coverage and assure that we are the PCP, where necessary.
- Makes adjustments to the computer classification of claims to most accurately reflect the expected pay source.
- Answers inquiries of patients and public, in person or via telephone, regarding regulations and services; when necessary, refers inquiries to appropriate person or department.

- Performs exit billing and discuss' patient's account balance with responsible party.
- Responsible for daily cash collections.
- Maintains daily log of uncompensated care applications and other state and local governmental applications.
- Attends and successfully completes all required training programs and participates in ongoing conference calls, webinars, and other professional development opportunities.
- Attends all Staff meetings, day retreats, committee meetings, and any other mandatory agency-wide meetings.
- Meets all agency-wide and grantor deadlines.
- Special projects and other duties as assigned.

Qualifications:

- High School Diploma and/or two to three years related administrative experience and/or training; or equivalent combination of education and experience.
- Registration experience in a public health care or community clinic setting preferred.
- Familiarity and/or experience with an Electronic Medical Record system preferred; preferably eCW.
- Ability to promote a positive and cooperative work environment by establishing good communication with staff and management.
- Must be flexible and able to work late evenings.
- Understanding of medical terminology and standard insurance forms.
- Required to maintain patients' confidentiality in regards to HIPAA and other federal, state and local regulations as stated in the JRF policies and procedures manual.
- Demonstrated ability to adapt to changes readily.
- Ability to follow instructions, given either verbally or in writing.
- Ability to work as a team player but require little or no supervision.
- Knowledge of basic mathematics and payment processing.
- Computer experience, with fast, accurate skills utilizing all Microsoft applications.
- Strong organization skills, attention to detail, and ability to multitask.
- Ability to remain calm and professional, even in emergency situations.
- Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, religious, ethnic and professional backgrounds.
- Adequate vision, sight, speech, and hearing to meet core duties of the position.
- Requires sitting for long periods of time. Occasional standing, bending, stretching or lifting.