

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6517
Grade: 20
FLSA: Exempt

Standard Job Description

Job Title
Patient Access Trainer

Department
Finance

Job Summary

Under the direction of the System Manager for Patient Access, Training and Quality Assurance (QA), the Patient Access Trainer initiates the training and quality assurance development, implementation, competency assessment and administration of the patient access staff and management across Cook County Health & Hospitals System (CCHHS). Conducts random site visits to measure competency and performance of the registrars to ensure compliance requirements are met. Performs quality management by initiating and participating in specific reviews and assists with quality monitoring.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties

- Initiates the training and QA development, implementation, competency assessment and administration of the patient access staff and management across (CCHHS); ensures training occurs on a timely basis to consistently improve accuracy
- Schedules training sessions for new hire orientation in Patient Access to include pre-registration, registration, bed control, insurance verification, customer services, financial counseling, scheduling, quality assurance and revenue cycle overview
- Provides routine training for updates to policy or procedural changes to the Patient Access staff on pre-registration, registration, bed control, insurance verification, point-of-service collections, customer service, financial counseling, scheduling, CCHHS policies and State and Federal requirements
- Trains staff to understand the importance of thoroughly documenting and recording information in writing and electronic format
- Educates staff on the principles and processes for providing customer service support in a hospital environment
- Monitors training schedules to determine if changes need to be made to accommodate staffing interface
- Conducts sampling, testing and evaluation of patient access staff by utilizing the patient access key performance indicators; makes recommendations regarding corrective training to address inefficiencies; reports outcomes to managers
- Identifies trends related to frequent or common types of errors and reports these trends to department management for resolution
- Updates and maintains training manuals and education resources to provide clear instructions on organization expectations, accountability for patient registration, insurance verification, financial counseling, filing appeals on underpayments or denials
- Conducts random site visits to measure competency and performance of the registrars to ensure compliance requirements are met

Typical Duties continued

- Performs quality management by initiating and participating in specific reviews and assists with quality monitoring
- Understands and interprets compliance regulations, standards and directives regarding governmental/regulatory agencies and/or third-party payers and how these regulations affect patient access
- Communicates with various management, physicians and staff to address any questions or concerns
- Enhances and maintains own professional growth and development through participation in relevant educational programs, literature, in-service meetings, workshops and seminars
- Must be able to travel to CCHHS work sites located throughout Cook County
- Must be able to work flexible hours which may include evening hours
- Performs other duties as assigned

Reporting Relationships

Reports to System Manager for Patient Access, Training and Quality Assurance

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Three (3) years of experience in instructional/training module design
- Intermediate proficiency in Microsoft Office Suite
- Must be able to travel to CCHHS work sites located throughout Cook County
- Must be able to work flexible hours which may include evening hours

Preferred Qualifications

- Experience as a Business Process Analyst
- Two (2) years of experience in customer service using Cerner and/or Siemens software (Scheduling, Registration, FirstNet, etc.)
- Three (3) years of experience in training and quality assurance in patient access
- Prior experience with pre-registration, registration, scheduling, insurance verification, financial counseling and point-of-service collection efforts

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of managed care environment, third party reimbursement, hospital and community services and hospital care policies
- Intermediate knowledge of Microsoft Office Suite
- Knowledge of hospital, specific accounting, billing and customer service systems
- Knowledge of training and quality assurance principles
- Knowledge of principles and processes for conducting audits and measuring quality standards for services and evaluation of performance
- Module training development and design skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate capability to articulate information in a clear and informative manner to clinical staff, hospital personnel, vendors, physicians, and associated office staff

Knowledge, Skills, Abilities and Other Characteristics continued


- Demonstrate strong leadership and supervisory skills
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy, and precision
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to maintain and comply with regulatory requirements
- Ability to complete annual education requirements
- Ability to utilize standard office equipment
- Ability to be flexible and adaptable in performing work duties
- Ability to travel to CCHHS work sites located throughout Cook County
- Ability to work flexible hours which may include evening hours

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:  7-29-16
Annie Peterson
Director of Revenue Cycle
Date

Approval: _____
Gladys Lopez
Chief of Human Resources
Date