



**Job Code:** 6517

**Grade:** 20

**HCWR:** N

**Job Title**

Patient Access Trainer

**Department**

Finance

**Job Summary**

Under direction, the Patient Access Trainer initiates the training and quality assurance development, implementation, competency assessment and administration of the revenue management across Cook County Health (CCH). Performs quality management by initiating and participating in specific reviews and assists with quality monitoring.

**Typical Duties**

- Initiates the training and QA development, implementation, competency assessment and administration of the revenue cycle staff and management across CCH. Ensures training occurs on a timely basis to consistently improve accuracy
- Schedules training sessions for new hire orientation in Revenue Cycle
- Provides routine training for updates to policy or procedural changes to the revenue cycle staff - 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 revenue cycle staff by utilizing the revenue cycle 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
- 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 revenue cycle
- 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 CCH work sites located throughout Cook County
- Must be able to work flexible hours which may include evening hours
- Performs other duties as assigned



### **Minimum Qualifications**

- Bachelor's Degree from an accredited college or university with two (2) year of revenue cycle experience OR High School Diploma or GED equivalent with five (5) years of revenue experience
- Two (2) years of experience as a trainer of revenue cycle processes (i.e., pre-registration, registration, cash posting, billing, etc.)
- Proficiency in Microsoft Office
- Must be able to travel to CCH 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
- Three (3) years of experience in instructional/training module design
- Three (3) years of experience in training and quality assurance in patient access
- Two (2) years of experience in customer service using Cerner and/or Siemens software (Scheduling, Registration, FirstNet, etc.)
- Prior experience with pre-registration, registration, scheduling, insurance verification, financial counseling and point-of-service collection efforts
- Intermediate proficiency in Microsoft Office

### **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
- 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
- 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



**Knowledge, Skills, Abilities and Other Characteristics**

- 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.**