



Registration Supervisor

Position Overview

- **Summary:**

- The primary purpose of your job position is to perform registration support for both Hospitals and Clinics in accordance with established procedures and as directed by your supervisor.
- As the Registration Manager, you are managing the individuals who are the public's initial exposure to the facility. You must ensure they display absolute professionalism and courtesy at all times whether dealing with the public on the telephone or in person.
- Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar, or a logical assignment to your position. As a leader at NEMHS you are responsible for the safety and quality of patients and staff.
- As the Registration Supervisor, you are delegated by the Billing Manager, the authority, responsibility, and accountability necessary to carry out your assigned duties.

Reports to: Billing Department Manager

- **Job Classification:**

- FLSA: Non-Exempt
- Hourly/Salary: Hourly

Responsibilities

- **Essential Functions:**

- Customer service.
- Responsible for managing the employees who are collecting the necessary information and completing the admission registration on all patients.
- Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account as backup to the central scheduling receptionists.
 - Enter insurance carrier of all patients calling the clinics to schedule an appointment.
 - Assists in registering patients in person as back-up to the front desk and ER registration.
 - Responsible for answering telephone calls and transferring incoming calls to the appropriate voicemail boxes.
 - On all incoming telephone calls, schedule an appointment ensuring proper registration and insurance carrier data entry or transfer the call to the appropriate department.
 - Responsible for entering IT tickets if/when computer or telephone system is not functioning properly.
 - Responsible for managing and training all employees.
 - When openings arise, ensure that they are posted and advertised. Review all resumes, conduct interviews and hire appropriate staff.
 - Train all new employees to ensure proper procedures are followed. Review mistakes and shore up training gaps.
 - Document all attendance and personnel issues, complete yearly reviews and ensure the success of all employees as much as you are able.
 - Document process and socialize to other departments as necessary.
 - Responsible for registration errors and training.
 - Review all registration errors and identify trends or training gaps.
 - Meet with employees, re-train as necessary and document errors accordingly.
 - Responsible for scheduling appointments for health care providers.
 - Schedules appointments using guidelines per each provider.
 - Patients are to be given a choice of another provider if the one they are requesting is booked.
 - Notify nurses of acute illness/injuries immediately.
 - Ensure that no patients are turned away and walk-ins are communicated to front desk staff accordingly.



- Responsible for assuring own education to keep abreast of changes affecting your position.
- Attends workshops as directed by your supervisor.
- Attends mandatory facility classes. - OSHA - Fire Life Safety - Worker's Compensation - Infection Control- Hazcom - HIPAA- Hazcom/Blood Borne Pathogens
- Responsible for abiding by the policies and procedures of NEMHS.
- Follows Employee Handbook.
- Follows Employee Health Policies.
- Follows OSHA, Infection Control and Safety policies.
- Attends mandatory in-service training and training appropriate to your job position.
- Provides leadership that aligns and challenges the workforce, inspires loyalty, and promotes fulfillment of NEMHS's mission, vision, and values.

Will adhere to NEMHS policies, procedures, standards of business conduct and demonstrate shared values within all areas of job performance at all times.

Qualifications

- **Required:**
 - Must possess a high school diploma or its equivalency.
 - Knowledge of computer systems.
 - Have a working knowledge of computers
 - Experience in a healthcare EHR.
 - Ability to prioritize, delegate, and oversee your department.
 - Exceptional employee and customer relations skills are required.
 - Exceptional leadership skills and a hands-on visible approach to staff management and interaction are required.

- **Preferred:**
 - 3+ years' experience in a healthcare leadership position is preferred.
 - Experience and/or knowledge of working with organizational leadership is preferred.

Professional Expectations - Shared Values

LEADERSHIP BEHAVIORS:

- Assures department is structured to effectively achieve organizational goals.
- Effectively communicates and drives departmental focus to the actualization of its mission, vision, and values.
- Clearly communicates departmental leadership expectations and assures adherence to the same.
- Provides leadership for the direction of the direct reports and assures their completion of departmental plan with goals that support the mission of NEMHS.
- Encourages and guides direct reports to foster a team approach toward established goals.

HUMAN RESOURCE MANAGEMENT:

- Effectively delegate's responsibility and authority to direct reports, setting clear expectations, timelines, and accountability.
- Regularly meets with Direct Reports providing ongoing coaching, teaching, direction and accountability toward effective performance
- Maintains access for all employees to assure identification and effective response to organization opportunities and weaknesses.
- Clearly communicates individual expectations for direct reports and assures accountability of expectations.



- Supports, clarifies, and ensures staff adheres to NEMHS and departmental policies and procedures.
- Ensures fair and equitable treatment of staff by using the appraisal process to create an environment for others to meet or exceed performance expectations.
- Ensures staff job descriptions are updated annually and accurately to reflect current practice.
- Assists others to acquire and apply knowledge necessary to perform current and future job duties. Fosters an environment of learning.
- Leads in interview and hiring process for Direct Reporting positions.

BUDGET AND FINANCIAL MANGEMENT:

- Assures Direct Reports effectively manage their departments within budgeted goals.
- Clearly communicates expectations to your department regarding financial goals.
- Assures processes followed that effectively measures organizational performance.
- Ensures adequate planning for departments needs by participating in the preparation of annual budgets for supplies, capital, and other department costs

PERFORMANCE IMPROVEMENT:

- Assures that departments are focused on continuous improvement of its processes.
- Assures departmental structure is in place to achieve continued performance improvement.
- Assures regular communication of improvement objectives and progress to Billing Department Manager, and hospital employees.
- Seek to improve services by establishing organizational standards of quality and methods for measuring results and improving processes.

RELATIONSHIPS: Demonstrates professionalism in all interactions at work.

- Maintains effective communication with all levels of organization.
- Builds effective relationships with leadership.
- Builds and maintains effective relationships with the community.
- Can manage the unexpected.
- Consistently has a positive attitude and is easy to approach.
- Works to seek first to understand before being understood.
- Uses communication and listening skills that show respect, support, and caring for others.

DEDICATION: Provides quality care and service excellence consistent with the NEMHS Mission, Vision, Values, and Customer Service Standards.

- Leads by constantly and consistently focusing on the organizations vision, mission, values, and customer service standards.
- Exemplifies through own actions a focus on mission, vision, values, and customer service standards.
- Participates in new projects and activities and completes them as assigned.
- Promotes a sense of pride both at work and away from work.
- Participates openly in team discussions.
- Shares what they know. Teaches when needed.
- Encourages and challenges others to consider new approaches.
- Is flexible.

INTEGRITY: Maintains a strong ethical stand regarding patient, employee, and customer privacy and confidentiality. Does not allow prejudice or favoritism to affect how customers are treated (race, sex, ability to pay, sexual orientation, disease, marital status, family name, address, etc.).



- Defends the hospital's image and that of its' employees when either is slandered or discredited.
- Identifies ethical issues and assures actions are taken to resolve them.
- Personal treatment of others is not affected by prejudice or favoritism.
- Consistent in words and actions.
- Respects and accepts others.
- Works in an honest and consistent way to gain the trust of others.

ACCOUNTABILITY: Has a personal feeling of responsibility for teamwork. Understands the whole hospital is a team, not only individual departments, or shifts.

- Can see what needs to be done and does it, regardless of whose responsibility it should be.
- Quickly responds to assist others to meet work demands without being asked and without complaints.
- Reads and follows policies and procedures.
- Demonstrates team collaboration by participating in improving the work process in a positive manner.
- Gives constructive feedback.
- Accepts feedback gracefully and uses it to improve own work.
- Accept responsibilities of job and performs assigned duties.
- Follows through and is answerable to co-workers and Leaders.
- Works to eliminate we/they attitudes.

DEFINING THE VISION/MISSION – Leadership Results:

- High Measured Employee Satisfaction
- Low Turnover of Employees
- Financial Stability
- High Levels of Patient Satisfaction
- High Measured Quality

6 to 24-month Expectations/Goals:

- Assist the Billing Manager to reduce registration errors.
- Improve customer service across all patient accesses
- Build a training plan for all registration personnel.
- Work to assure foundation is laid for the successful implementation of new EMR.

Physical/Sensory Demands

Working Conditions

- Works in a well-lighted, ventilated office area.
- Is subject to sitting, standing, and bending intermittently throughout working hours.
- Is subject to frequent interruptions.
- Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
- Is willing to work beyond normal working hours, weekends, and holidays when necessary.
- May be exposed to infectious diseases and hazardous waste.
- Must travel between all campuses of NEMHS.



Physical/Sensory Demands

O = Occasionally, represents 1 to 33% or 1 to 2 hour of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

- Bending/Stooping/Crouching: O
- Carrying 25 pounds or less: F
- Carrying 25 to 50 pounds: O
- Carrying over 50 pounds: O
- Climbing: O
- Crawling/Kneeling: O
- Lifting: 25 pounds or less: F
- Lifting: 25 pounds to 50 pounds: O
- Lifting: Over 50 pounds: O
- Pulling/Pushing: 25 pounds or less: F
- Pulling/Pushing: 25 pounds to 50 pounds: O
- Pulling/Pushing: Over 50 pounds: O
- Reaching: Shoulder height: O
- Reaching: Above shoulder height: O
- Reaching: Below shoulder height: O
- Repetitive Movement: C
- Sitting/Standing: C
- Twisting/Turning: O
- Walking: F

Physical Exposures

- Bright Lighting: Yes
- Dim Lighting: Yes
- Cold: No
- Heat: No
- Harmful Physical Agents: No
- Hazardous Substances: Yes
- Infectious Diseases: Yes
- Ionizing/Non-Ionizing Radiation: Yes
- Mechanical Hazards: Yes
- Noise: Yes
- Unprotected Heights: No