

PATIENT RELATIONS REPRESENTATIVE SUPERVISOR

DESCRIPTION OF WORK:

This is supervisory work directing the activities of one shift of the Patient Relations or Admitting Office at North Carolina Memorial Hospital.

Employees in this class interview applicants and train all levels of personnel under their supervision. Work includes planning, supervising, and reviewing work assignments, devising new or revised work schedules, and assisting personnel with problem cases. Work involves assisting the Patient Relations Manager in determining need to revise or implement new internal procedures to create a more effective program. Duties are performed independently and are reviewed periodically by the Patient Relations Manager through conferences and reports.

EXAMPLES OF WORK PERFORMED

Coordinates activities relating to work of the office by establishing work schedules, implementing new or revised internal procedures, and communicating changes in policies, procedures, rules, and regulations to the employees under his supervision.

Interviews and recommends for employment applicants for vacancies as Patient Relations Representatives and other clerical positions; trains employees under his supervision; evaluates work performance of personnel; recommends personnel actions to the Patient Relations Manager.

Assists representatives and other personnel with problems with which they are unfamiliar; interprets unusual insurance policies; makes direct contact with agencies to secure financial information otherwise unavailable; interprets policies, procedures, rules, and regulations as they relate to the work of the office.

Assists in orienting volunteer workers and cooperative training program students in work of the office and its relationships to overall services of the hospital.

Performs related work as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Thorough knowledge of the rules, regulations, and procedures of the hospital admissions and registration.

Thorough knowledge of financial assistance offered through third party sponsorship.

Considerable knowledge of different injuries and illnesses and the potential for assistance through third party sponsorship.

General knowledge of social and economic conditions of the state.

Ability to organize, assign, and review the work of the staff under his supervision.

Ability to establish and maintain effective working relationships with associates, subordinates, and the general public.

Ability to understand and interpret insurance policies to determine amount of coverage for medical bills.

Ability to express oneself in oral and written form.

Minimum Education and Experience

Graduation from high school and five years of clerical experience in customer service, interviewing, credit or collections work including two years experience in hospital admitting and interviewing work; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.