

POSITION DESCRIPTION

Department: Registration Title: Patient Access Associate	
Date Created: 10/01/2025 Next Review Date: 10/01/2026	Reports to: Patient Access Associate - Lead Approved by: <u>AK</u> Brant Trueman (Oct 31, 2025 13:44:10 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

Patient Access Associates are the first point of contact for patients, visitors, and guests, providing a warm and professional welcome to our facility. You will play a key role in guiding patients through the registration and admission process, ensuring accurate collection of demographic and insurance information, and supporting billing procedures. This position requires strong communication skills, attention to detail, and a commitment to patient confidentiality and customer service.

DUTIES & RESPONSIBILITIES

- Greets patients, visitors and guests with a smile and respect. Acts as a patient navigator and advocate until patient care is assumed by a clinical staff member. Provides directions for patients, visitors, guests, and sales representatives. Serves as a representative for the hospital, making visitors and patients feel welcome. See that people coming into hospital abide by visiting hours and dress regulations. Interviews with patients, relatives, or other responsible individuals to obtain identifying and biographical information. Completes required forms. Arranges for escort of patient to nursing unit.
- Provides call center services, determines nature of calls and transfers calls to proper locations within the hospital. Communicate information to callers following current HIPAA and Privacy standards. Receives inquiries from within the hospital and clinic. Takes telephone messages for those unable to locate documenting the name of caller, firm represented, time of call, date of call and initials of the operator.
- Secures necessary information to complete inpatient and outpatient forms. Copy all insurance information, use online insurance verifications as well as the Eligibility Verification program through CPSI to obtain benefits. Obtains proper signature. Explains billing procedures for third party payers and hospital policy regarding payment of bills. Directs patients to proper financial and medical records departments for assistance.
- Receipts miscellaneous cash maintains petty cash till. Collects all cash payments on accounts from patients. Provides cash logbook for sign off from the Business office.
- Collects all inpatient, outpatient, and charge forms; checks for completeness and accuracy on both billing information and ancillary charges. Redirects to appropriate department for completion, if necessary. Does registration and admission of inpatient and outpatient claims for computer entry to prepare for coding by Medial Records and charging, crediting by the Business Office.
- Distributes in-coming mail (when needed)
- Maintain and organize work area.

- Monitors office and waiting room for problems.
- Maintain knowledge of insurance plan regulations.
- Maintain a professional appearance.
- CPR is required.
- Be an Active participant in training and mentoring of new employees when directed by the office lead or director
- Metrics as defined by Director
- Actively contributes to the development and execution of quality improvement strategies and projects that align with organizational goals and regulatory requirements.
- Other Duties assigned

QUALIFICATIONS

- High school diploma or equivalent.
- Previous experience preferred.
- Ability to read, write and comprehend medical terminology.
- Must possess sufficient knowledge of English, spelling, and math to perform related clerical and secretarial duties.
- Accurate typing skills.
- Ability to interact with others in a diplomatic and courteous manner on the phone and in person.
- Must possess good communication and telephone skills.
- Ability to work with many interruptions.
- Must be highly motivated and demonstrate initiative.
- Able to maintain confidentiality in written and verbal communications.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, with employees that are accountable for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees at all levels and across all disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships – patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the “top of one’s license”
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our community, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person – not just

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open -minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Will encourage transparency – encourage constructive identification of problems and will take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of the work we perform, operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify just culture, focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Registration

Job Title: Patient Access Associate

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours 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

N	O	F	C	PHYSICAL ACTIVITY
☐	☒	☐	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☒	☐	☐	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☐ Bright

☐ Heat/Cold

☐ Dim

☒ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☐ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Patient Access Associate Oct 2025

Final Audit Report

2025-10-31

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