



RGH Ambassador Supervisor JOB DESCRIPTION

Position Title:	RGH Ambassador Supervisor	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	
Department:	Business Office		
Reports to:	Director of Business Office		
Last Update:	July 01, 2013		

Job Summary

Under general supervision, is responsible for representing Roosevelt General Hospital (RGH) as an exemplary hospital in the region. Leading the hospital Ambassador program; the supervisor will be responsible for training all new ambassadors, for ensuring compliance with essential functions and remediation if needed. The Supervisor will help grow the Ambassador program throughout the hospital. The supervisor should hold the standards set for the Ambassador program to the highest standard and be a mentor for new and existing employees. All applicable duties and job summary for the Ambassadors will apply to this position as well.

Ambassadors will be the embodiment of the hospital's mission, vision and values. They will greet patients, families and hospital guests upon arrival and assist them in navigating through all aspects of their hospital visit. The candidate will initiate all aspects of the department process, inpatient admissions, and transfer paperwork; obtain and verify accurate identification and demographical data for the patient's permanent medical record and billing. They will coordinate clerical, registration/admission and communication for efficient and effective operations of the department. The supervisor will be responsible for training, motivating and encouraging ambassadors with assisting patients with insurance options, setting up payment arrangements, collecting insurance co-payments and deposits; obtain comprehensive information to protect the patient's well-being and the financial interest of the institution.

Essential Functions:

- Promote the mission, vision, and values of the organization
- Supervise and serve as mentor for RGH Ambassadors
- Hire, train and evaluate Ambassadors
- Prepare work schedule for Ambassadors
- Cross train Ambassadors to be able to work in all registration areas
- Monitor ambassador performances in data collection as well as monetary collections at the point of service
- Conduct monthly meetings communicating changes, enhancements and performance markers
- Conduct follow up on patient concerns and report to business office manager any findings
- Promote effective intradepartmental relationships
- Assist in registering patients efficiently and accurately, obtaining appropriate signatures, completing all required forms and providing patient information as required by state and federal regulations and departmental guidelines
- Be able to visit patients in their room to complete or validate information, as necessary
- Conduct financial screening of emergency room patients, as necessary
- Assure that the collection of deposits and co-pays when applicable
- Enters relevant information into computer system
- Sets up payment arrangements with self-pay patients

- Assists patients with questions concerning their insurance coverage
- Advises self-pay patients of their medical and dental care options available in the community for future follow-up care
- Explains hospital regulations, such as visiting hours, payment of accounts, charges, etc.
- Participates in data gathering for financial reporting

As the Admission Supervisor the following are to be encouraged and are to be followed by all ambassadors that report to the supervisor:

- Greet all patients, families and hospital visitors with a positive, cheerful attitude
- Uphold the mission, vision and values of Roosevelt General Hospital (RGH)
- Be knowledgeable on all of RGH's services, including the RGH Clinic
- Serve as the main communications person between the department and hospital
- Ensure that updates in department logbook, patient charts, and other forms (diagnostic requests, workman comp, etc.) originating in the department with accuracy; accesses patient data for nursing and medical staff as needed.
- Assists with admitting patients

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Maintain patient confidentiality at all times
- Maintain professional uniformed attire, consists of khakis and provided RGH shirts
- Complete continued education/training requirements
- Report to work on time and as scheduled
- Wear identification while on duty
- Maintain regulatory requirements, including all state, federal and local regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities
- Must have full-time availability and be able to work a flexible schedule, including nights, weekends and holidays.
- Attend monthly staff meetings

Qualifications

- High school graduate or equivalent
- No active formal counseling.
- Medical terminology knowledge preferred.
- Basic computer knowledge
- Typing speed: minimum 40 wpm, computer knowledge
- Spanish speaking is preferred
- Six months previous hospital registration, billing and collections, financial counseling, and/or customer service experience preferred
- Previous supervisory experience preferred.
- Experience in interviewing and selection of staff is preferred.
- Knowledge of CPT / ICD-9 coding helpful.

Knowledge, Skills, and Abilities

- Must have an enthusiastic and positive attitude
- Possess a genuine desire to help RGH become an exemplary hospital in the surrounding community and the state
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks
- Ability to initiate communication with patients, their families and hospital visitors
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families
- Must have a professional demeanor and excellent public relations skills
- Willingness to develop or improve public speaking skills
- Knowledge of medical insurances (Medicare, HMO's, PPO's, commercial), EMTALA regulations, hospital billing and collection process
- Must have excellent written skills with knowledge of medical terminology

- Ability to motivate people
- Must be dependable and on time
- Possess good 'people skills' for building relationships with colleagues at all levels
- Ability to plan and prioritize your own work and other people's

Physical Requirements and Environmental Conditions

- Work is performed during regular work hours, but may require overtime and/or weekend hours to meet deadlines
- Work in varying degrees of temperature (heated or air conditioned)
- Work under extreme pressures
- Position requires sitting for approximately 4-6 hours per day and walking for 2 hours per day
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date