

**MEMORIAL HOSPITAL OF LAFAYETTE COUNTY**  
**800 Clay Street – Darlington, WI 53530**

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**JOB TITLE: PCC - Registration**

**Reports to: Business Office Lead**

**Position Qualifications:**

- High School diploma or equivalent
- Experience/knowledge of computers, with proficient keyboarding skills
- Ability to handle stressful situations
- Ability to communicate effectively, with good interpersonal skills
- Ability to process documentation with good attention to detail
- Ability to project a professional image, with a positive outlook and genuine caring attitude
- Ability to maintain confidentiality and exercise discretion

**General Responsibilities:**

- Greet and direct patients and visitors
- Handle incoming and outgoing phone calls such as:
  - Transferring calls to the correct extensions
  - Taking detailed messages and/or conveying detailed messages to caller
- Schedules patients in appropriate departments as necessary
- Interview/Register patients, and prepare forms for services in an accurate and timely manner
- Post daily charges
- Handle money received from patients, receipt, and balance cash box on a daily basis
- Assist with QA Studies, form development and monthly statistics as they apply to the registration and admissions area
- Perform miscellaneous office responsibilities such as typing, filing, copying, faxing, and any other duties as needed.
- Participate in continuing education to develop and maintain skills that contribute to the overall goals of the Primary Care Clinics and Memorial Hospital.
- Demonstrate the skills and interest level necessary to work with patients of all ages, backgrounds and dispositions; to include working with various translators.
- Ability to work efficiently in a fast paced environment and adapt to changes as they occur.

**Equipment to be Used:**

- Proficiency in the use of computers, telephones, copy machines, FAX machine, paging system and other equipment as needed to perform job duties.

**Necessary Skills:**

- Strong organizational skills.
- Ability to determine appropriate course of action while considering the departments work priorities.
- Display a high degree of emotional maturity, while keeping difficult situations in their proper perspective.

**Physical Demands:**

- Requires functional vision and hearing
- Requires ability to sit for long periods of time
- Requires manual finger dexterity and hand-eye coordination
- Must be able to function in an office setting with background noise and distractions
- Requires clear verbal communication

**Mental Demands:**

- Mentally able to create and/or maintain a positive work environment, demonstrating the ability to adapt and remain flexible when dealing with a variety of people and situations.
- Mentally able to demonstrate emotional stability and personal maturity in the performance of assigned job duties.
- Mentally able to resolve problems, handle conflicts, and make effective decisions under pressure
- Mentally able to gain new skills and knowledge necessary for performance on essential job functions
- Mentally able to give, receive and analyze information
- Mentally able to effectively communicate, providing verbal feedback and written documentation in a professional manner

**Employee Responsibility in an Emergency:**

As an employee of Memorial Hospital of Lafayette County, you are expected to respond to emergencies involving the safety of patients, other employees, visitors and the facility. This includes the ability to assist with a possible evacuation of facility if that has been deemed necessary.

**Management Statement:**

This job description is not intended to be all inclusive. The employee will also perform other reasonable job related duties as assigned by the supervisor and/or other management personnel. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.

I have read the above **PCC - Registration** job description and fully understand the requirements set forth. I know of no limitations which would prevent me from performing these functions with or without accommodation.

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*Employee Signature*

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*Date*

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*Supervisory Signature*

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*Date*