

UW HEALTH JOB DESCRIPTION

Inpatient Access Representative

Job Code: 440102	FLSA Status: Non-exempt	Mgt. Approval: A. Ridders	Date: February 2021
Department: Inpatient Access Center	HR Approval: J. Olson	Date: February 2021	

JOB SUMMARY

The Inpatient Access Representative is responsible for establishing and maintaining complete patient records within the Epic systems, assisting referring providers in the transfer and care coordination of patients, and working with Access Center Registered Nurses to support the coordination of patient transfer, admission, and care planning. This includes all patient demographic information and insurance information as needed to ensure that Joint Commission, CMS, and billing requirements are met. The Inpatient Access Representative captures documentation of patient information and provider discussion into the EPIC system transfer records. The Inpatient Access Representative is responsible for receiving reports from sending agencies/EMS and connecting to the receiving unit. The Inpatient Access Representative will answer calls from internal UW Health physicians and team members looking for support from the Access Center. During this call they will support as able or take a message and give it to an available nurse. The Inpatient Access Representative is a resource for physicians, Access Center staff, office staff, nursing units, ancillary hospital departments, and referring providers/agencies.

MAJOR RESPONSIBILITIES

- Uses electronic medical record software(s) to document patient information and provider discussion.
- Accurately obtains and maintains all patient demographic data required to accurately identify the patient, verify insurance (as applicable), and meet Joint Commission, Meaningful Use, CMS, and billing requirements to ensure patient safety, continuity of care, and maximum reimbursement for the organization.
- Provides Access Center support by taking calls and screening urgent and emergent admissions.
- Verifies that patients are admitted under the correct patient class based on the admission order and CMS guidelines.
- Acts as a resource for physicians, their office staff, nursing units, ancillary hospital departments, patients, and referring providers/agencies.
- Assists with system upgrade testing and implementation.
- Demonstrates knowledge of hospital and department compliance requirements for federally funded healthcare programs (e.g. Medicare and Medicaid) regarding fraud, waste, and abuse.
- Brings any questions or concerns regarding compliance to the immediate attention of hospital administrative staff. Takes appropriate action on concerns reported by department staff related to compliance.
- Effectively manages various administrative tasks such as ordering supplies and other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	
Work Experience	Minimum	Two (2) years of experience in a medical or customer service environment or experience of a similar nature
	Preferred	Two (2) years of experience in a medical environment such as clinical scheduling, unit coordination, or emergency communication management
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrate effective and respectful communication with patients, families, and the healthcare team, using excellent interpersonal skills • Ability to adapt to a rapidly changing environment • Ability to quickly and appropriately prioritize tasks and manage interruptions • Ability to multi-task • Complete work timely and accurately • Work effectively and collaboratively within a team environment • Demonstrate exemplary telephone etiquette • Possess accurate keyboarding skills • Ability to identify and handle customer needs and provide exceptional customer service in a timely and efficient manner • Ability to identify, troubleshoot, and resolve escalated customer problems including follow through to ensure customer satisfaction.

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

Infants (Birth – 11 months)	Adolescent (13 – 19 years)
Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
School Age (6 – 12 years)	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
x Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.