

PATIENT ACCESS REPRESENTATIVE I, II, III, IV & V

Education Requirement: High school diploma or equivalent.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had work experience of the kind and quality described below and in the amounts shown in the following table:

Class Title	General Experience (Yrs)	Specialized Experience (Yrs)	Supervisory Experience (Yrs)	Total Experience (Yrs)
Patient Access Representative I	2	0	n/a	2
Patient Access Representative II	2	1	n/a	3
Patient Access Representative III	2	2	n/a	4
Patient Access Representative IV	2	3	n/a	5
Patient Access Representative V	2	3	*	5

General Experience: Typing, stenographic, clerical work, cashiering, data input, customer service skills or any combination of these experiences which duties demonstrated knowledge of English grammar, spelling, arithmetic, standard office equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly, observe differences in copy and proofread words and numbers quickly and accurately, and operate various kinds of office equipment; and ability to deal effectively with others in eliciting information and providing service.

Substitution of Education for General Experience: An Associate's or Bachelor's from an accredited college or university may substitute for all of the General Experience required.

Specialized Experience: Work experience performing admission activities in a hospital; interviewing patients and/or responsible persons to secure information, securing signatures for insurance benefits; arranging for method of payment for costs not covered by insurance; and preparing admitting records.

*Applicants for Patient Access Representative V must demonstrate possession of Supervisory Aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader, previous work experience in a position that demonstrates or performs supervisory functions or in similar work in which opportunities for demonstrating supervisory capabilities exist; by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Quality of Experience:

The number of years of experience required for any grade level represents the minimum amount of time necessary to qualify for the appropriate position, but length of time is not in itself qualifying. The applicant's work experience must also have been of a quality and scope sufficient to enable him to perform satisfactorily assignments typical of the grade level for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, applicants may be restricted to those who possess the pertinent experience and/or training required to perform the duties of the position.

Departments requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Physical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources/Designee.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is an amendment to the minimum qualification specifications for the classes, PATIENT ACCESS REPRESENTATIVE I, II, III, IV& V, to clarify supervisory aptitude, effective April 16, 2013.

This is the first minimum qualification specifications for the classes, PATIENT ACCESS REPRESENTATIVE I, II, III, IV& V.

DATE APPROVED: April 16, 2013

PAUL TSUKIYAMA
Director of Human Resources