

Job Description

| | |
|-------------------|--------------------------------|
| Job Title | Business Office Manager |
| Department | Business Office |
| Reports to | Chief Financial Officer |
| Date | May 2010 |

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The Manager will support the day to day operations of the department using sound business principles compliant with billing, collections, scheduling, registration, and admissions. The Manager must be a highly motivated leader and be able to function in a high-pressure environment and lead the staff through issues, problems, and daily work.

Key Responsibilities and Deliverables

- Oversees department operations (services provided, schedules, standards of quality) to maintain hospital standards.
- Administrative oversight.
- Manage the admission, billing, scheduling, cashiering, collection, and outpatient registration personnel.
- Manage the assigned book of business by establishing policies and procedures. Ensure all goals are achieved. Plan and organize resources (e.g. people, equipment, and supplies) to meet departmental goals. Monitor outcomes to improve internal controls and productivity levels.
- Establish procedures to ensure appropriate billing and payment cycles of patient accounts are maintained. Keep abreast of all healthcare changes and third-party payer regulations and ensure updates to systems, policies, and procedures are implemented.

UPMC Beacon Hospital

- Manage the scheduling and admissions process to ensure verification of insurance and pre-registration is completed prior to the procedure/admission. Ensure the patient's financial commitment to the hospital is communicated and arranged for prior to arrival for services.
- Demonstrate open and ongoing communication with other departments, payers, vendors, etc. and promote a positive customer service environment.
- Ensure all staff members perform in accordance with system/hospital-wide competencies, behaviors, and maintain departmental productivity levels and compliance with quality standards.
- Generate novel and valuable ideas and facilitates changes hospital-wide and within department related to systems, services, products, methods and processes.
- Attends meetings and participates on committees as directed.
- Performs other duties as assigned.

Person Specification

| | |
|--|--|
| Qualifications | <ul style="list-style-type: none">• Must have a business related degree |
| Experience (Amount and Type) | <ul style="list-style-type: none">• At least 10 years experience of working in an office environment, two of which must be in a management capacity |
| Job Specific Competencies and Knowledge | <ul style="list-style-type: none">• Ability to demonstrate respect and recognition towards a healthy work environment.• Exhibits organizational and time management skills.• Develop and maintain a working environment conducive to the education and training of staff.• Understands need for customer satisfaction.• Creates and facilitates collaboration and cooperation among diverse groups.• Ability to problem solve and make decisions.• A positive and strategic thinker.• Ability to write reports and correspondence.• Manages the organisation's day-to-day operations.• Recommends policies to the governing body• Carries out approved policies• Ensures compliance with applicable law and regulation• Responds to any reports from inspecting and regulatory agencies• Manages human, financial and other resources.• Must be familiar with the concepts and methods of quality improvement• Ensures that there is a planned process for the recruitment, |

UPMC Beacon Hospital

| | |
|------------------------------|--|
| | <p>retention, development and continuing education of all staff.</p> <ul style="list-style-type: none">• Fosters communication and coordination among the individuals and departments responsible for providing clinical services. |
| Personal Competencies | <ul style="list-style-type: none">• All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager of hospital management. |

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee

Signature

Date