

Job Description

Job Title	Clinical Case Verifier
Department	Business Office
Reports to	Business Office/Patient Services Manager
Date	September 2013

Beacon Hospital Mission Statement

The Mission of UPMC Beacon Hospital is to provide exceptional patient care in an environment where quality, respect, and compassion are at the centre of all we do.

The Verifier Role

To be a member of the Business Office team forging strong links with the administration staff, clinical staff and consultants to ensure that absolute accuracy of cases (a) scheduled, (b) recorded on the hospital system (meditech) and (c) billed.

Key Responsibilities and Deliverables

- Review the coding for each case, verifying booked cases to actual procedures.
- Reconcile and update any identified procedure code discrepancies based on medical chart review and/or discussion with the consultant.
- Confirm that all Theatre and Endoscopy cases are accurately and completely documented and that all cases are 'verified' within the system on a daily basis.
- Work with Billing and the clinical areas to introduce new procedures to ensure correct procedure codes are used and recorded.
- Support the Billing Team to resolve discrepancies between procedure codes recorded and billed.
- Work as a liaison between the Information Technology and the clinical teams (Theatre and Endoscopy) to resolve problems with case verification which require the next level of support.
- Work to maintain strong communications and a cooperative working relationship with the Peri-Operative manager, Theatre/Endoscopy staff, Nursing staff, HCA's, clinicians who interact with and within the Theatre.
- Work with Supply Chain Management to manage consignment and temporary consignment items.
- Participate in Operating Room Audits and SOX Quarterly Audits as needed.

Interaction with other Departments:

- Extensive interaction with other departments.

Respect and Recognition

- Demonstrates respect for the individuality and diversity of internal and external customers.
- Respects the value and contribution of every individual, thus creating a healthy work environment.

Problem Solving and Decision Making

- Facilitates and/or makes effective, timely decisions and resolves identified problems. Identifies root causes of problems rather than simply addressing symptoms. Looks “outside the boxes” in analysing problems/issues and developing solutions.

Positive Communication Skills

- Presents ideas and information in a clear, concise manner both written and verbally. Adapts communication style to different audiences. Encourages open expression of diverse options/ideas. Keeps others well informed and is open and honest with information. Demonstrates good listening skills.

Creative Thinking

- Generates novel and valuable ideas and facilitates changes hospital-wide and within department related to systems, services, products, methods and processes.

Self Learning and Development

- Actively solicits opportunities for learning and ongoing professional development needs. Demonstrates ability to learn quickly from experience and feedback. Takes responsibility for success in one’s area, demonstrating full understanding of job duties in performing assigned tasks.

Commitment to Organisation

- Demonstrates commitment to hospital and organization through consistent practice of Guiding Principles. Recognises that this position is one of a role model to staff everywhere in the organisation. Work attendance is prompt and regular in keeping with supervisory responsibilities.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Leaving Cert or Equivalent. • RGN (Registered General Nurse).
Experience	<ul style="list-style-type: none"> • Experience using IT systems. • Experience working with auditing and/or reconciliation processes would be an advantage. • Previous administration experience within a medical environment will be viewed favourably.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Competence in the use of computers with knowledge of Excel, Word, Outlook. • Good communication skills. • Excellent interpersonal and team working skills. • Ability to work on own initiative, unsupervised.
Personal Competencies	<p>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.</p>

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**

Name (Block Capitals)