

Senior Director of Access Services and Chief Privacy Officer Job Description

BACKGROUND INFORMATION

Job Title: Senior Director of Access Services and Chief Privacy Officer
Reports To: Vice President of Finance
Supervises: Manager, Access Services & Admitting/Registration

JOB SUMMARY

Accountable for development, implementation, and maintenance of all Access Services and Admitting/Registration functions. Responsible for ensuring staff compliance with policies and procedures. Accountable for ensuring appropriate reimbursement and collections. Responsible for the development and review of capital and operating budgets. Serves as the organization's Chief Privacy Officer and oversees hospitalwide compliance with HIPAA regulations including the development of privacy policies and procedures, training and education, receiving and acting on complaints and breaches in privacy, and documenting and reporting on all HIPAA-related activities.

RESPONSIBILITIES

Essential Functions

- Demonstrates a commitment to the mission of the hospital and demonstrates a service orientation and adheres to all responsibilities and standards of the hospital.

Senior Director of Access Services

1. Directs, oversees, and is accountable for all Access Services and Admitting/Registration functions. (Includes: admitting, outpatient registration, emergency department registration, pre-admissions, insurance verification and pre-authorization, outpatient appointment scheduling, physician referral, community event scheduling, and cashing)
2. Accountable for the development, implementation, and compliance with all department and hospital policies and procedures
3. Accountable to ensure appropriate reimbursement and collections for all hospital services
4. Ensures the highest quality and timely delivery of services and customer service standards of excellence
5. Accountable for the development and review of the capital and operating budgets
6. Accountable for the development of staff orientation, training, and education
7. Provides leadership and mentoring, and ensures an environment that promotes and supports the professional development and growth of employees

Chief Privacy Officer

1. Serves in a leadership role on the HIPAA Steering Committee
2. With the HIPAA Steering Committee, provides guidance and assistance in the identification, implementation and maintenance of the information privacy policies and procedures throughout the organization
3. Coordinates with Human Resources and Educational Programming the training and education for the HIPAA privacy compliance program
4. Oversees auditing and monitoring of privacy practices throughout the organization
5. Through a confidential telephone "hotline," or direct communication, receives, documents, tracks, investigates and acts upon reports of noncompliance and potential privacy and security breaches
6. Works with the Security Officer and Compliance Officer to take appropriate action where issues of security or compliance need resolution
7. Consults with legal counsel on the interpretation of, and changes in law, as well as reports of noncompliance.
8. With the HIPAA Steering Committee reviews departments on an annual basis to assess the particular HIPAA compliance needs of the department
9. Has the authority to stop an instance of noncompliance and correct noncompliant activities
10. Has independent access to the President/CEO and Board of Directors and provides an annual HIPAA compliance report

PATIENT CARE/AGE-SPECIFIC RESPONSIBILITIES AND QUALIFICATIONS: Not applicable

QUALIFICATION/BASIC JOB REQUIREMENTS

Education & Experience

- Bachelor's degree or equivalent
- Minimum five years' management experience in hospital access services, admitting, or patient financial services.

Knowledge & Skills

- Outstanding customer service skills
- In-depth knowledge of HIPAA privacy regulations
- Excellent organizational skills
- Ability to delegate and supervise effectively
- Excellent communication skills — oral and written
- Expert knowledge of medical terminology, anatomy, and medical coding
- Ability to effectively manage and prioritize multiple tasks
- Effective problem-solving skills

LICENSE/CERTIFICATION

CHAM or other related professional certification preferred

INTERNAL AND EXTERNAL CONTACT

- Patients and patient family members
- All hospital department staff, managers, and executives
- Physicians and physician office staff

Source: Swedish Covenant Hospital, Chicago.