
EMERGENCY DEPARTMENT POLICIES

SUBJECT: Registrar- Job Description

NO. 19.7

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Original Date of Issue: 8/95

Reviewed:	2/96	8/99	4/00				
Revised:	3/97	8/98	4/03				

Patient Population

Neonate	√
Pediatric	√
Adolescent	√
Adult	√
Geriatric	√

I. TITLE: Registrar

II. SCOPE

As an integral part of the Emergency Department team, is responsible for the business aspect of the patients' visit to the Emergency Department as well as the patient focused care delivery within the department. These activities include: registration, insurance verification and notification, up-dating financial information, reception and other duties as necessary.

III. PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Greet and direct patients, visitors and staff.
2. Answers telephones promptly and courteously. Directs calls to appropriate personnel and/or departments, takes messages and assures delivery of same.
3. Collects and distributes patient referral information received from affiliated physicians.
4. Escorts visitors and patients to appropriate areas; provides information to assist patient and/or visitors.
5. Distributes departmental reading material such as Health Care Proxy and Patient Bill of Rights. Ensures such documents are readily available.
6. Registers patients by updating or entering patient demographic, financial information and emergency contact data into the computer system.

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7. Verifies demographic information and insurance coverage by interviewing patient/family member/friend.
8. According to policy and established procedure generates patients' chart and attaches pertinent information such as Medicaid threshold and EMS sheet, etc.
9. According to policy and established procedure reviews discharged patient charts for diagnosis, physician signature, dictation code, and appropriate forms for completion.
10. According to established policy and procedure processes specimens for laboratory(ies) by assuring that specimens are appropriately labeled, forms are completed and identification processes have been followed.
11. According to established policy and procedure, verifies patient coverage with insurance companies.
12. Retrieves completed charts, addressograph plate and all supporting documentation from patient treatment area.
13. According to policy and established procedures insures that all papers, forms, etc. are stamped appropriately.
14. Logs patients on/in to the appropriate registration sheets/logs. Reconcile log books.
15. Makes clinic appointments.
16. Other duties as assigned.

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IV. SHARED DUTIES AND RESPONSIBILITIES ACROSS EMERGENCY DEPARTMENT:

1. Greet visitors and answer telephones promptly and courteously. Escort visitors to appropriate area, when necessary. Provide information and make referrals when appropriate.
2. Answer Call System and refer to appropriate staff.
3. Maintain a safe, clean and functional environment, including removing trash and bringing physical plant and equipment problems to the attention of the managers.
4. Transport patients on stretchers or wheelchairs, as required.
5. When necessary, assists in interpreting.

V. KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Interpersonal skills to effectively communicate and collaborate with other members of the Emergency Department and patients.
2. Work requires a high school level of knowledge (graduate or equivalent) in order to prepare reports, keep records and deal effectively with people.
3. Knowledge of keyboard and basic computer skills.
4. Six to nine months of health care experience in order to become familiar with institutional policies and procedures.
5. Ability to set priorities, problem solve, use proper judgment in difficult situations and be flexible.
6. Sufficient oral and writing skills in the English language in order to communicate effectively.

VI. WORKING CONDITIONS:

1. Works in normal hospital environment with little exposure to excessive noise, dust, etc.