



Patient Access Certification (PAC)

This certification is the first level of training for patient access representatives. The Patient Access Representative is accountable for all front end functions involved in the patient admission process, including but not limited to preregistration, registration, insurance verification, notification to key financial departments of patient's admission/registration and collections. The Patient Access Representative is the front door to the facility and is usually the first point of contact for the patient and their families. The Patient Access Representative plays a key role in the hospital's revenue cycle; and, their attention to accuracy and high level of quality patient claims data is vital to the hospital's financial success.

LEARNING OUTCOMES: Upon completion of this course, student will be able to:

Patient Access Services 101

1. Define the needs and expectations of the 21st century patient.
2. Record correct and accurate patient claims data to produce clean claims.
3. Explain the importance of accuracy.
4. Identify appropriate forms during the registration process.
5. Describe the codes that must be entered as a part of the registration process.

What does HCAHPS mean for Patient Access?

1. Define HCAHPS.
2. List the goals of the HCAHPS program.
3. Explain the basics of Value Based Purchasing.
4. Restate the composite questions that are directly related to HCAHPS and how the scores are obtained.
5. Describe how Patient Access personnel can affect the facilities HCAHPS scores.

Patient Flow, Teamwork & Quality Patient Care

1. Recognize the how variant patient flow can affect patient access services.
2. Outline how patient flow can be improved.
3. List ways in which efficient patient flow can influence quality healthcare.
4. Identify ways in which teamwork can be used to improve patient flow.

Professional Conduct in Healthcare

1. Define what communication means.
2. List barriers to effective communication in healthcare.
3. Identify techniques for improving communication in healthcare.
4. Distinguish between typical groups of customers and how this impacts our approach to their care.
5. Outline ways to assist patients with Special Needs.
6. Identify basic safety needs in your facility.
7. Review the key aspects of HIPAA.
8. Recognize the key aspects of patient rights.
9. Identify laws and policies that mandate ethical conduct in healthcare.
10. Apply these legal and ethical terms to the role of patient access.

Health Insurance Basics

1. Define key terms for insurance.
2. Review the different types of insurance.
3. Distinguish managed care plans.
4. Explain timely filing, explanation of benefits (EOB) and pre-certification/pre-registration.

EMTALA Law

1. Define EMTALA.
2. Restate the steps that must be taken to maintain general compliance with EMTALA regulations.
3. Define Dedicated Emergency Department, Emergency Medical Condition and an Appropriate Medical Screening.
4. Recognize the appropriate and compliant time to request Financial and Registration information.

Keys to Successful Collections

1. State reasons why upfront collection is of benefit to both hospital and patient.
2. Identify techniques for effective upfront collection.
3. Identify ways to offer care while addressing the requirement for payment.
4. Outline ways to address and overcome objections.

Your Role in the Revenue Cycle

1. Outline the key areas of the Revenue Cycle.
2. Identify the 4 C's of the Revenue Cycle Team and the importance of being a team player.
3. Explain proven methods to improve results.
4. Express the "Do It Right the First Time" mentality.

In order to receive your Patient Access Certification, along with 0.7 CEUs/7 credit hours, you must complete all of the required courses listed here and all assignments within each course.

Patient Access Certification (FINAL)

No Prerequisite required.



Certification Pathways

Patient Access Certification Path



Patient Access to Billing Specialist Path



Billing Certification Path



Additional Business Office Certifications

Financial Counselor Certification (FCC)

Certified Healthcare Hospitality Specialist (CHHS)

Ten Essential Management Skills Certification

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We look forward to working with you to customize the programs available to meet your organization's needs. If you have any questions, please contact a member of our HTHU team.

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