

Sleep Program Ancillary Staff Job Description

This job description is not intended to be all-inclusive and may require modification to meet federal and state regulations. This document is intended to serve as a template and modified to meet individual employer needs. (E.g. this job description is intended for ancillary staff positions such as a scheduler, receptionist, billing specialist, etc. Education requirements and job responsibilities may be modified to reflect the position requirements.)

Position Summary

Sleep program ancillary staff provide support services including scheduling, tracking, and coding and billing services for a sleep program to improve coordination of care and testing. The ancillary staff make patient contact starting with generation of the referral to schedule and coordinate the testing and treatment process. Coordination of testing and treatment is a “partnership” type relationship that assists patient understanding of the testing procedure, insurance requirements (copays, coinsurances, etc.), follow up requirements and treatment with the goal of increasing patient compliance and satisfaction.

Job Responsibilities

- Schedules patient appointments for sleep related testing, treatment and timely follow up.
- Obtains pre-certification and/or pre-authorization for all sleep testing where applicable.
- Contacts each patient at timed intervals before and after testing to evaluate the patient experience and provide guidance throughout the treatment process with the goal of increasing patient satisfaction and compliance.
- Schedules and coordinates treatment equipment delivery between the patient and their home care/durable medical equipment company. Acts as a liaison between the patient, home care/durable medical equipment company and sleep center to ensure continuity of care.
- Facilitates use and maintenance of all treatment equipment and triages all home care related questions and needs to the appropriate entity (physician, sleep health educator, sleep center manager, home care/durable medical equipment company).
- Monitors and tracks the diagnostic and treatment process to ensure that services are provided in an efficient and timely manner while assuring continuity of patient care. Follows up as necessary.

- May assist with or perform billing and coding services.

Education and Credentials

- High school graduate or GED; associate's degree in a healthcare related field preferred
- Minimum 1 year experience working in a health facility with patient contact or appropriate credentialing for the position held

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee is occasionally required to walk; sit; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In the performance of this job, the employee may be exposed to chemical vapors such as cleaning and disinfecting solutions. There may also be skin contact with these substances. The employee may also be exposed to infectious agents including blood borne pathogens.