

Patient Access & Registration Professional

The healthcare field needs professionals with strong customer service skills! With a focus on ensuring a quality patient experience, the industry is seeking professionals who can deliver excellence from the start of every encounter.

Prepare for your new career here at Great Oaks!



The Great Oaks Partnership Program

A skilled, caring professional may be the first person a patient encounters when being admitted to a hospital or seeing a physician, and can help patients feel comfortable, supported and prepared.

This comprehensive, 90-hour program will prepare students to handle patient encounters, patient customer service and other areas related to intake and the coordination of a patient's healthcare experience.

Employment

When you successfully complete this program, you will have the skills necessary to gain employment in a number of capacities. You'll find job opportunities in healthcare facilities such as hospitals and health systems, physicians' offices, clinics, long-term care facilities, surgery centers, ambulatory surgery centers, rehabilitation centers, and other areas of healthcare.

Education and certifications

A high school diploma or HSE is required to begin this program. Students who complete this program would be eligible to sit for the National Association of Healthcare Access Management (NAHAM) Certified Healthcare Access Associate (CHAA) national certification exam.

The Patient Access & Registration Professional Program is offered at Great Oaks by Condensed Curriculum International (CCI). Since 1993, CCI has supported schools in communities nationwide with educational programs focused on healthcare and other in-demand disciplines.

The next class begins soon!

Scarlet Oaks Career Campus – Sharonville

Call **513.771.8881** for information session dates and class schedules.

Learn more at adults.greatoaks.com



Patient Access & Registration Professional

You will learn about:

- Interpersonal skills
- Patient confidentiality
- Medical ethics and law
- Medical terminology
- Basics of insurance billing and coding
- Telephone techniques
- Scheduling appointments
- Medical records management
- Customer service
- Referral/transfer services
- Resource scheduling
- Patient check-in
- Admission
- Registration
- Revenue cycle & information systems
- Statistical reporting
- Customer satisfaction and retention
- Leadership and management

Program requirements

- Attendance at an information session
- Copy of high school diploma or high school equivalency (HSE)
- BCI and FBI background check*
- WorkKeys® testing*
- Basic computer knowledge

**May be additional cost*



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Call now to learn more and register!

Scarlet Oaks 513.771.8881