JOB DESCRIPTION: PATIENT SERVICE REPRESENTATIVE - Worley

REPORTS TO: Front Office/HIS Manager
ALONG WITH: All other Patient Service Representatives, Health Information Specialists, and Transcriptionists
SUPERVISES: None

GENERAL DESCRIPTION:
Perform day-to-day functions of the clinic’s front office as assigned by the HIS Coordinator, including, appointment scheduling, patient registration, point-of-service payment collection, nurse and provider paging, and other patient inquiry and problem resolution. Provide courteous, unbiased and professional service to patients and assist other clinic staff as required.

MINIMUM QUALIFICATIONS:
• High school graduate; some college coursework preferred.
• Two years experience in a medical office or other healthcare setting preferred, customer service experience a must.
• Working knowledge of computer applications: word processing, medical office management, and spread sheet.
• Familiarity of third-party payer systems: Medicare, Medicaid, commercial and Department of Health programs.
• Ability to accurately record and transmit detailed information.
• Ability to interpret and comply with applicable regulations.
• Well developed written and oral communication skills.
• Ability to exercise good judgment in evaluating situations and making decisions.
• Ability to use tact and sensitivity to timing in personal transactions.
• Demonstrates understanding of customer service principles.
• Previous experience in operation of office machinery: personal computer, printers, copiers, fax, postage machine, telephone systems.
• Ability to reach, stoop, walk, and lift 25 lbs. Adequate vision, speech and hearing.

JOB RESPONSIBILITIES:
Performs all aspects of the front office, with the following areas of emphasis:
• Greet arriving patients, verifies appointment information, and notifies nursing staff in accordance with procedure.
• Finalize data entry of EHR chart preparation for scheduled appointments.
• Register and create EHR chart for new patients: assist patient in completion of necessary forms and consents; incorporate information from “pending visit” when applicable.
Verify household income information, Medicaid/managed care eligibility and selection of FHC as primary care provider, when applicable.

Receive self-pay financial information.

Obtain current insurance information.

Request and record all co-payments, and any monies past due.

Update patient demographic data in practice management system.

Greet visitors; informs employee of visitor’s arrival.

Accept deliveries of supplies and mail.

Schedule and re-schedule return appointments according to scheduling guidelines.

Maintain continuity in communication with other FOS regarding expected telephone calls, pages, and potential patient service related problems and availability of medical and administrative staff.

Print patient plan at checkout

Print token for patient portal at check out

Adhere to patient confidentiality and records release policies.

Utilize office equipment for copying and fax transmission of documents.

Directs pharmaceutical representatives to providers and to medication room for sign-in of samples.

Maintain and balance individually assigned cash box with receipts

Perform end of day functions as assigned.

Make reminder calls to patients.

Maintain daily appointment schedule; notifies nursing staff of changes.

Prepare new patient packets for next day clinic.

Responsible for insuring supply of needed forms and receipt books are on hand.

Utilize triage system for all patient related calls, in accordance with triage procedures.

Answers calls and forward them to appropriate staff

Create correspondence to patients who failed to keep appointments in accordance with policy and provider request.

Organize all patient income documentation.

Cleans Lobby, and front waiting area

Perform other duties as assigned.

**JOB ACCOUNTIBILITIES:**

- Responsible for courteous patient scheduling, registration, patient flow, and problem resolution in a timely and accurate manner, reflecting a friendly, compassionate, unbiased and professional *patient service attitude*.

- Responsible for courteous and timely telephone service to patients, providers, staff and other third parties, reflecting a friendly, yet professional *customer service attitude*.

- Maintain patient confidentiality and adherence to established records release policies.

- Assure accurate and timely collection and data entry of all required patient demographic, insurance and household income information.
Family Health Center of Boone County

- Coordinate with other functional areas of the clinic to provide a seamless experience for patients.
- Assure accurate and timely performance of end-of-day and other processing as required.
- Safeguard cash and checks from collected payments.

__________________________________________  _________________
Employee                                       Date

__________________________________________  _________________
Manager/Supervisor                              Date

Management Approval Of Job Description: By ___JK____ Date ___7-6-16____