

## **COAST COMMUNITY HEALTH CENTER**

**Position Title:** Patient Services Representative

**Status:** Hourly, non-Exempt

**Supervisor:** Clinical Site Manager

### **Position Summary:**

The role of the Patient Service Representative (PSR) is to provide extraordinary care to patients and customers through friendly, caring, courteous, and professional services and to ensure that our patients feel welcome and comfortable in our health center. CCHC work environment is a fast paced small health center that allows the development of close working relationships with medical professionals, clinical and enabling staff, volunteers and patients. Every team member is vital to the health center's success in providing exceptional patient care.

### **DUTIES & RESPONSIBILITIES**

- Greets patients and visitors in a prompt, courteous and helpful manner.
- Answering telephone calls, screen calls, take messages, provide patients with pre-appointment information and/or education appropriate to the nature of the health center
- Provides information about the health center services, charity programs, and enabling services.
- Schedules patient appointments following health center protocols.
- Verifies patient demographics to ensure information is correct and consistent between patient forms and EMR; collects required financial and demographical information and properly enters data in the EMR.
- Answers patient inquiries of all types in an effort to streamline the process for patients and refers appropriate clinical questions to medical assistants/clinical personnel.
- Takes new patient referrals, enters patients into computer system, and schedules appointments following protocol and guidelines provided.
- Patient Check-In: verifies insurance, including eligibility; verifies and/or updates patient demographic information at every visit; ensures appropriate patient paperwork and surveys are distributed; addresses pop-up reminders, removing as appropriate; collects patient payment as indicated; ensures office scheduling policies are maintained.
- Patient Check-out: Provides patient with follow-up appointments as necessary; follows up on incomplete information with appropriate provider; follows-up with written directives from clinicians.
- Manages clinical flow of patient check-in to ensure schedule is being maintained and optimal patient flow.
- Forwards mail, and other correspondence accordingly to HIM and maintains an adequate supply of all patient forms and documents as needed.
- Performs patient confirmation calls and follow up calls requested by Providers.
- Effectively communicates CCHC policies and procedures to patients as necessary.
- Communicates with patients in responding to questions about lab procedures and in house referrals. Provides patient with proper documentation or refers patients to medical assistants for details on referrals; date, time and any necessary preparations for scheduled tests and referrals.
- May assist with retrieval of electronic files, faxes, or other documents in the EMR for Providers when requested.
- Maintains strict confidentiality in accordance with CCHC policies and HIPAA.
- Interacts harmoniously and effectively with others, focusing upon the attainment of organizational goals and objectives through a commitment to teamwork.
- Conforms to acceptable attendance and punctuality standards as expressed in the Employee Handbook.
- Complies with all safety rules and protocols. Reports all accidents, regardless of severity, immediately to supervisor and completes incident/injury report and investigation form, which will be forwarded to a member of the Leadership Team within 24 hours of incident.
- Abides by the organizations compliance program and requirements.
- Current on all required training for current year.
- Performs all other duties, as assigned by supervisor.

### **Education and Experience**

- Strong working knowledge of EMR system, especially patient demographics and scheduling portion.
- Knowledge of applicable medical office procedures and terminology.
- Knowledge of basic arithmetic to make calculations, balance/reconcile figures and make changes accurately.
- Knowledge of Medicare, Medicaid and private insurance program basics.
- Skill in operating a computer, fax machine and other office equipment.
- Ability to read, understand and follow oral and written instruction.
- Ability to speak clearly and concisely.
- Ability to manage multiple tasks in a fast pace office environment with limited supervision.
- Ability to establish and maintain effective working relationships with patients, employees and the public.

**Employer will perform background check and pre-employment drug screen**

### **Skills and Abilities**

- Exercise initiative, judgment, problem-solving and decision-making
- Exercise conflict resolution skills; identifies problems, recommend solutions; and remain calm in urgent situations and work under pressure
- Exercise strong communication/presentation skills; create and execute large/small presentations, inform and engage community with the objective of gaining and building community support and positive relationships
- Work independently and as part of a team; strong self-management, multi-tasking, prioritizing tasks skills
- Exercise time management and flexibility in the schedule of work hours;
- Remain non-judgmental in working with an indigent population and maintain confidentiality;
- Computer skills required

### **WORKING CONDITIONS**

- Frequent exposure to communicable diseases, toxic substances, and other conditions common to an office environment within a medical practice setting.
- Involves frequent contact with staff and the public on the phone and in-person.
- Work may be stressful at times because of volume of work.
- Contact may involve dealing with people who are may be low functioning, need additional assistance or upset.
- Working extended hours may be required as needed.
- 

### **Physical Demands:**

- Requires prolonged sitting, and some standing, walking, bending, stooping, kneeling, crouching, and stretching.
- Requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, type at 50 wpm, operate a photocopier, telephone, calculator and other office equipment.
- Vision must be correctable to 20/20 and hearing must be in normal range for telephone contacts.
- Requires some lifting occasionally (up to 25 pounds).
- It is necessary to view and type on computer screens for long periods and working in an environment which can be very stressful.
- 

### **EDUCATION AND EXPERIENCE**

- High school diploma or equivalent preferred.
- Completion of Medical Terminology course preferred.
- Two years of experience in medical office setting preferred.
- Strong customer service skills required.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

---

Employee Signature

---

Date