

## Qualifications - Patient Service Rep - Requisition: 33857

### Position

#### Summary

The Patient Service Representative reports to the Practice Manager. The Patient Service Representative oversees and verifies the financial processes associated with patient services provided in the Practice. The Patient Service Representative greets patients, performs registration check-in functions, answers phones, schedules patient appointments, obtains referrals and authorizations, processes forms, and performs discharge process.

#### Responsibilities

Oversees patient financial process to ensure patient payments (co-payments, deductibles, self pay) are obtained at time of service and are properly processed.

Verifies that all necessary information is complete and accurate; demographics, referrals, authorizations, billing codes, diagnoses information, etc.

Completes end of day batch, including reconciliation of arrived patient schedule and time of service payments within established time frame.

Provides clerical support for the practice. Orients and serves as a resource to new employees regarding department policies and procedures.

Maintains quality, safety, environmental and infection control in accordance with established department policies, procedures, and objectives.

Protects and preserves the patient's right to privacy and confidentiality.

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Travel to satellite offices to perform duties may be required.

Performs other related duties as required.

### Other Information

#### BASIC KNOWLEDGE:

Knowledge normally acquired through completion of two year Medical Office Management/Medical Secretary program or equivalent experience in a physician's medical office practice.

Demonstrated knowledge and skills necessary to provide care to patients throughout the life span, with consideration of aging processes, human development stages, and cultural patterns in each step of the care process.

#### EXPERIENCE:

Two years experience in a physician's medical office practice.

Proficient in English language and computer appointment scheduling skills;

Familiarity with medical office procedures and medical terminology.

Excellent interpersonal and communication skills.

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### WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:

Healthcare environment such as physicians' medical office practice and ancillary healthcare enterprises.

Works with medical office equipment and has direct patient contact.

Any potential hazards are minimized by adherence to established safety procedures and precautions including use safety equipment and protective clothing.

Walks and stands intermittently throughout the day.

May be exposed to electrical and energy hazards.

May lift and position patients, and lift supplies up to 50 pounds