



PATIENT SERVICES REPRESENTATIVE

JOB SUMMARY

The Patient Services Representative manages the time and appointments of the physicians and their patient to include answering calls and scheduling patient appointments. They are required to intake medical and insurance information on patients. Patients who need immediate assistance from the doctor must be fitted into the daily schedule of appointments. The Patient Services Coordinator re-calls to patients to promote physician/patient care partnerships and rebuild schedules

Specific Centralized Scheduling Coordinator Job Duties:

- Patient Scheduling
- Answer phones in timely manner
- Maintain exceptional telephone etiquette at all times
- Efficient data entry
- New Patient registration and updating existing patient information
- Closing calls with appointments being booked
- Insurance Knowledge
- Self-Pay Policies
- Allscripts/EHR Navigation
- Soft A/R (collections on patient accounts)
- Timely Call Returns
- Patient triage
- Fax Press triage daily
- Transferring/Routing calls properly
- Knowledge of staff roles through out company
- Maintain and send phone messages
- Knowledge of (memorize) Physician Schedule, Office Coverage and On-call Schedule
- “Selling Practice” (eg. Extensive knowledge of Physician’s specialties, Procedures performed in office and Payment policies)
- Attend Customer Service Seminars when available
- Attend all mandatory meetings
- Assist Patient Services department in monitoring patient relations and patient satisfaction
- Follow up on recalls weekly
- Maintain proper personnel conduct and confidentiality of patient, staff and physician information
- Maintain Schedule balance to facilitate optimal patient flow
- Assist in promoting practice growth
- Assist training new staff on schedule, phone triage, and physician office flow protocols

Skills/Qualifications:

Verbal Communication, Organization, Scheduling, Professionalism, Customer Focus, Confidentiality

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- 3-5 years Medical Office and/or Customer Service Experience
- Thorough knowledge of medical office operations
- Knowledge of medical terminology
- Must have exceptional multi-tasking abilities and time management skills
- Knowledge of Microsoft applications
- Must have excellent grammar usage
- Ability to work effectively and consistently with limited direct supervision
- Knowledge of HIPPA, JACHO, OSHA and DPHO Policies and Procedures
- Special ability to communicate well with staff, physicians and general public
- Dependable/ Must have flexible work schedule
- Type no less than 30 WPM

Personal Qualities:

- Neat and friendly appearance.
- Good organizational and strong communication skills with the ability to interact with a variety of persons.
- Understanding, courteous and professional at all times in contacts with patients, visitors, employees, and medical staff.

Other Duties:

- Any other duties relating to the business operation of the medical practice that may be assigned by the physician or supervisor
- Assume duties of other office personnel when an absence occurs
- Other duties as determined by needs of the company owner and/or Administrator

Supervisory Relationship:

Reports to Administrators and Company Owner