

Welsh Mountain Health Centers

Subject: Job Description – Patient Service Representative	
Department: Administration Approved by: Board Of Directors	Section: <u>1</u> No. <u>1</u> Effective Date: _____ Replaces: _____ Page <u>1</u> of <u>1</u>

POSITION REPORTS TO: Medical Office Manager

POSITION CLASSIFICATION: Not Wage & Hour Exempt

RESPONSIBILITIES: Performs receptionist duties, in a medical practice setting; Use computers, photocopiers and other office equipment in the performance of assigned tasks.

SPECIFIC JOB RESPONSIBILITIES:

1. Answer questions and provide information to patients and other organizations within the limits of medical practice policy.
2. Arrange and schedule appointments for patients at the Center or with a referral physician; as per receptionist protocols.
3. Responsible for retrieving patient charts; filing medical reports in patient charts; checking patients in and out and collecting professional fees.
4. Ensure that forms are properly signed, completed and distributed.
5. Arrange transportation to and from the Center for eligible patients.
6. Photocopy pertinent forms.
7. Responds to inquiries from patients and third party health insurance carriers when such duties are assigned.
8. Perform other appropriate duties as required.

POSITION REQUIREMENTS: High school diploma. Proficient in utilizing computer and office equipment. Knowledge of EMR. Medical and/or dental office experience preferred.

POSITION SUPERVISORY RESPONSIBILITIES: The position does not require supervision of other personnel.

AUTHORITY BOUNDARIES: Reports to Office Manager and Medical Director for daily supervision. The Medical Director will triage appropriate matters to the CEO.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee frequently is required to sit. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.