

JOB TITLE: PATIENT SERVICE REPRESENTATIVE
Department: Medical/Dental
Reports To: Practice Coordinator
FLSA Status: Non-Exempt



DRESS CODE

This position is required to wear scrubs as uniform.

SUMMARY

Perform front-end clerical duties in a Medical/Dental office setting. Use of computer, photocopier, facsimile machine and other office equipment in accordance with assigned tasks.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIREMENTS

- Greet patients upon arrival to the center.
- Thoroughly and accurately, complete all aspects of patient sign in, check in and check out.
- Maintain superior level of customer service when dealing with all patients, vendors and co-workers.
- Successful completion of Medical/Dental software systems training.

JOB PERFORMANCE

- Answer telephones and direct callers to appropriate party.
- Answer questions and provide information within the limits of Medical/Dental practice policies.
- Assist patients with applications for center wide discount programs.
- Schedule/coordinate internal appointment for new and established patients based on provider availability and scheduling protocols.
- Schedule/coordinate external appointments for new and established patients per ambulatory order specifications.
- Process/complete all requests for insurance referrals and authorizations.
- Process/complete all requests for medical/dental record transfers in accordance with HIPAA policies/procedures.
- Answer and address voicemail messages in accordance with office protocols.

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- Create process and complete patient messages and tasks via electronic medical/dental record.
- Ensure patients are provided with intake, new patient and established patient forms.
- Ensure that said forms are completed, signed and scanned to patient record/s.
- Obtain copies of patient identification and insurance card/s at each office visit.
- Process payments for all professional fees; IE copayments, deductibles and uninsured visits.
- Process and sort incoming mail and facsimile correspondence.
- Send correspondence to patients, specialists, vendors etc. via standard mail and facsimile.
- Scan external documents and reports to appropriate patient record/s.
- Complete end of day patient reports as requested.
- Rotation of opening and closing responsibilities.
- Maintain Performance Goals as indicated below
 - Achieve 80% collection/payment of co pays and self-pay payments
 - Achieve < 5% error rate in scheduling of patient appointments
 - Achieve < 5% error rate when recording patient information
 - Achieve < 5% error rate when taking and delivering messages via verbal, written or electronic format
 - Answer 95% of phone calls by 3rd ring
 - Be courteous, customer focused and friendly 100% of the time.

SCHOOLING, EXPERIENCE, CERTIFICATION/S and/or LICENSURE/S

- High School Diploma.
- Proficiency in utilizing office equipment.
- Knowledge of EMR.
- 1 year or more, Medical/Dental office experience.
- Bi/Multi lingual preferred.
- CPR/AED Certification.
- Act 131: Child Abuse Training.

LANGUAGE SKILLS

Ability to read and interpret documents such as operating and maintenance instructions, and policy/procedure manuals. Ability to speak effectively before groups of customers.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide to ensure correct calculation of end of day cash receipts and income verification. Ability to use whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written and oral format. Ability to deal with problems involving variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

WORK CONDITIONS

There may be exposure to airborne and blood-borne pathogens and hazardous materials.

ORGANIZATIONAL INVOLVEMENT

This position is required to participate in one (1) organizational event per calendar year. Attendance at "All staff" meetings is required and mandatory.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

AUTHORITY BOUNDRIES

This position reports to the Practice Manager for daily supervision. The Practice Manager will triage matters to the COO and/or CPO.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Welsh Mountain Health Centers (WMHC) provides equal employment opportunities (EEO) to all employees and applicants without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. WMHC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. The policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.

CONFIDENTIALITY STATEMENT

Welsh Mountain Health Center employees will safeguard all confidential information and take reasonable measures to assure that information is used, accessed, modified, destroyed or disclosed only in an authorized fashion and in accordance with health center policies and procedures. Unauthorized access, use, modification or disclosure of confidential information is strictly prohibited and could result in disciplinary action. This applies to information in electronic as well as hard copy and/or printed formats.

Confidential information includes, but is not limited to

- Patient health care, financial and demographic data.
- Employment records, including compensation and performance data.
- Proprietary business information relating to the governance and operation of WMHC.
- Data protected by governmental, statute or regulations, such as HIV, mental health, drug or alcohol records.

User ID's and passwords assigned to gain access to WMHC's information systems are the equivalent of a legal signature. Users will be accountable for all work done under their designated user ID and password.

EMBRACING EXCELLENCE

1. **PROFESSIONALISM** - Whether directly or indirectly, I will work to support the delivery of an excellent experience to everyone served by the organization (customers and colleagues alike).
2. **ACCOUNTABILITY** - I will accept responsibility for the quality of care I provide, as well as how I represent the organization. I accept my individual and team responsibilities as we meet our commitments.
3. **RESPECTFUL COMMUNICATION** - I will communicate openly, honestly and without judgement while honoring each individual's uniqueness and assuming the best of those with whom I interact.

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4. **TEAMWORK** - We are members of a diverse interdisciplinary team working together to meet a common goal. I will work in a cooperative and coordinated manner to fulfill our mission, vision and values.
5. **RESPECT** – I will honor diversity and individual dignity for the needs, talents and differences of others.

WMHC provides comprehensive, high quality primary health care to our patients regardless of ability to pay. As a Federally Qualified Health Center (FQHC) we provide health care to all member of our community, including low income, indigent and uninsured patients who may not otherwise be able to afford health care via traditional sources. We screen potential employees to ensure alignment with our core requirements followed by the requisite positional skills set. In doing so we need staff committed to this mission who do their best to live and work the characteristics of our core values as we strive to care for an ever-increasing amount of members of the communities we serve.

CORE VALUES

The Health Centers Mission, Vision and Value statements will guide every employee's daily actions as well as provide the core expectations for our Standards of Behavior.

- Mission Statement
 - "To provide person focused, barrier free, quality healthcare to all"
- Vision Statement
 - A healthy community supported by accessible, equitable and compassionate integrated care.
- Values:
 - Compassion
 - Quality
 - Sustainability

SIGNATURE

This job description does not imply that these are the only duties performed. Employees occupying the position will be required to follow any other related instructions and to perform any other job related duties requested by their immediate supervisor. Employee signature below constitutes understanding of the requirements, essential functions and responsibilities of the position as well as the WMHC Standards of Conduct.

Employee: _____ Date: _____

Witness: _____ Date: _____

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