

TITLE:	Patient Access Specialist I - MFM
CLASSIFICATION:	Hourly
HOURS OF WORK:	Full -time, Monday thru Friday
REPORTS TO:	Clinic Manager

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

SUMMARY

The Patient Access Specialist provides exceptional service to all Women's Care incoming/new patients. Assumes responsibility and is accountable for adherence to WC policies and procedures, as well as all applicable federal and state laws as they pertain to healthcare and employment.

ESSENTIAL DUTIES

- Answers inbound calls and makes outgoing and return calls in a courteous and efficient manner. Accurately and efficiently records, routes, and re-routes messages from patients and/or others in regard to patients for triage nurses via the EMR.
- Accurately and efficiently processes referrals from outside providers, new self-referring patients, and others by obtaining demographic and insurance information, and ensuring completion of new patient paperwork and that all necessary records, test, etc. have been obtained.
- Accurately and efficiently schedules appointments for new patients with all Women's Care physicians and providers according to specifications established by each.
- Receives, organizes, prioritizes, stores, and maintains transmittable information utilizing electronic technology.
- Completes assigned competency and compliance training as assigned.
- Responsible for protecting Personal Health Information (PHI) and maintaining compliance with WCs Privacy Policy. Uses the minimum PHI necessary when completing assignments.
- Promotes, establishes, and maintains open and effective communications with all members of WC. Serves as communication liaison between the physicians and patients, administration and other essential departments.

SECONDARY DUTIES

- Assumes responsibility for various department functions in the absence of staff members or in overload situations.
- Participates actively and helpfully in special committees as assigned by management and/or physicians.
- Any other duties as defined by management or physicians.

SUPERVISORY RESPONSIBILITY

This position does not supervise any employees.

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and minimum of three years of related medical office experience; or equivalent combination of education and/or experience. Work related experience should be within the discipline of medical records and/or scheduling.

COMPETENCIES

- Intermediate knowledge and understanding of medical terminology.
- Exceptional organizational and time management skills to ensure maximum productivity.
- Exceptional verbal, written, and interpersonal communication skills with the ability to apply common sense; to carry out instructions; and speak clearly to patients, employees, physicians, and management.
- Ability to deal with moderately complex problems involving multiple facets and variables in non-standardized situations.
- Ability to work with minimal supervision while performing duties.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This job operates in a professional medical office environment. Requires the ability to work under pressure and with a diverse population including staff, physicians, patients, vendors, and other members of the public on a regular basis. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

This position requires up to 5-10% travel to other WC locations.

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 essential duties.

- Constantly required to talk, hear, and/or communicate, convey or exchange information in a clear and concise manner.
- Frequently required to stand, walk, and/or move about the office to assist physicians, patients, and to accomplish tasks.
- Frequently required push, pull, reach, and/or transport supplies and or equipment to various locations within the office. (10-50 pounds.)
- Frequently required bend, sit, stoop and stretch.
- Rarely required to have full range of body motion in order to assist, move, and/or lift patients. (75+ pounds.)
- Requires constant close visual acuity to perform an activity such as viewing a computer terminal; reading technical procedures; and analyzing quality of images.
- Constantly uses arms, hands and fingers for grasping, pushing/pulling, twisting/turning of wrists, and manipulating in the performance of various clerical duties such as typing, writing, and maintaining files.