

TITLE: Front Office - Patient Service Representative (PSR) I
CLASSIFICATION: Hourly
HOURS OF WORK: Full-time, Monday thru Friday
REPORTS TO: Clinic Manager

SUMMARY

The Patient Service Representative ensures efficient patient flow and exceptional service to all Women's Care 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 phones in a courteous and efficient manner. Directs calls to the appropriate individual and takes accurate messages.
- Efficiently checks in patients, updates demographics, corrects registration errors, and captures photograph for EMR.
- Collects appropriate co-pays and balances till at the end of day.
- Monitors physician's schedules and communicates with physicians and clinical staff regarding issues. Schedules patient appointments according to physician specifications. Reschedules patients as needed. Corrects scheduling errors, calling patients per instructions in EMR Flag.
- Prints and mails recalls and runs fee tickets.
- 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

- May perform schedule guardianship duties for physicians, providers, and sonographers which may include, but is not limited to: ensuring there are no scheduling errors, making adjustments and rescheduling patients as needed, working the physician wait list and reception EMR bucket, making confirmation calls, scheduling follow-up appointments at physicians direction, templating provider schedules in PM software, and entering physician days off and other meetings. Acts as the first point of contact for questions regarding physician, provider, or sonographer schedules.
- Receives, organizes, prioritizes, stores, and maintains transmittable information utilizing electronic technology.
- 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.
- Completes assigned competency and compliance training as assigned.
- 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. One year of related experience; or equivalent combination of education and/or experience preferred.

COMPETENCIES

- 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 will have frequent exposure to contagious diseases; bodily fluids including blood; toxic substances; medicinal preparations and other conditions common to a clinical environment.

This position requires up to 0-5% 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.
- Constantly requires 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.
- Frequently required to stand, walk, and/or move about the office to assist physicians, patients, and to accomplish tasks.
- Occasionally required push, pull, reach, and/or transport supplies and or equipment to various locations within the office. (10-50 pounds.)
- Occasionally 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.)