

**TITLE:** Front Office - Patient Service Representative (PSR) I  
**CLASSIFICATION:** Hourly  
**HOURS OF WORK:** Full Time, Monday thru Friday  
**REPORTS TO:** PSR Lead, Clinic Manager, & Call Center 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**

- Greets patients in the lobby promptly and courteously. Makes eye contact, gives a warm smile and is polite and professional. Relates to patients in an empathetic and non-judgmental manner. When issues arise, uses active listening, and takes initiative to look for and offer alternatives.
- Efficiently and accurately checks in patients according to established procedures/checklists, including but not limited to: updating demographics, correcting registration errors, verifying insurance eligibility, verifying and scanning identification and capturing photograph for EMR. Adheres to all Red Flag rules and regulations.
- Collects appropriate co-pays and balances cash drawer at the end of day.
- Collects forms for clinical, compliance, and billing purposes, including but not limited to: Privacy Practices, Friends & Family, ROS, ABNs, etc.
- Schedules patient follow up appointments according to physician specifications and reschedules patients as needed. Calls patients as needed, per instructions in EMR Flag.
- Prints and mails recalls and other correspondence as needed.
- 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.
- Provides back up support for Call Center by answering inbound calls, directing calls, accurately and efficiently recording and routing messages, accurately and efficiently scheduling appointments for established patients.
- Receives, organizes, prioritizes, stores, and maintains transmittable information utilizing electronic technology.
- 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.)