

TITLE: Call Center - Patient Service Representative (PSR) II
CLASSIFICATION: Hourly
HOURS OF WORK: Full-time, Monday thru Friday
REPORTS TO: Call Center Manager

SUMMARY

The Patient Service Representative II 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 inbound calls using agent-based phone system in a courteous and efficient manner. 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.
- Directs calls to appropriate individuals. 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 schedules appointments for established patients for all Women's Care physicians and providers and confirms insurance eligibility. May also schedule appointments for other services provided by WC including but not limited to mammography and ultrasound.
- 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 to Front Desk by greeting patients in the lobby promptly and courteously. efficiently and accurately checking in patients, updating demographics, correcting registration errors, verifying insurance eligibility, verifying identification, capturing photograph for EMR, and collecting appropriate co-pays.
- 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 and minimum of one year of related experience; or equivalent combination of education and/or experience. Work related experience should be in a medical office setting. Spanish speaking a plus.

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 may have exposure to contagious diseases and other conditions common to a clinical environment.

This position requires up to 10-20% 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.)