



Job Description

Title: Patient Service Representative

Job Code: 6653

Issued Date: 01-JUN-95

General Description

To perform complex/multiple clerical support functions within hospital, outpatient clinics, urgent care, and quick-care clinics.

Supervision Exercised & Received

No supervision is exercised.

Direct supervision is received from Patient Service Coordinator and/or Supervisor.

Essential Functions

Title and Definition

Collaborate with patients, families and/or staff in handling and resolving

Collaborate with patients, families and/or staff in handling and resolving problems that may occur during the course of visit.

Communicate any expected delays to patient and ancillary service

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Greet, escort, and answer phone system, handle and/or direct calls to

Greet, escort, and answer phone system, handle and/or direct calls to appropriate area, and place calls as requested by supervisor. Use excellent guest relations skills in all interactions with patients, visitors and staff.

Maintain the general appearance of the waiting room, reception area, and

Maintain the general appearance of the waiting room, reception area, and offices; straighten magazines, chairs and other light furniture. Maintain working knowledge of all office equipment, fax, copiers, phones, etc.

Request, prepare and ensure the completeness of the patient medical record

Request, prepare and ensure the completeness of the patient medical record and physician orders.

Understand and subscribes to the Culture of Yes to Care, Deliver, Innovate,

Understand and subscribes to the Culture of Yes to Care, Deliver, Innovate, and Serve our patients.

Validate patient demographics, insurance, pre-certification, prior authorization,

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referrals; accurately manage copay collections; prepare accurate billing documents utilizing knowledge of ICD-9, CPT-4 coding, and managed care plans; obtain signatures; process hold bills. Patient check-in, check-out, batching, scheduling, bumping, cancelling, and no-showing appointments; maintain bed control; conduct bedside patient interview; effectively utilize computer applications such as IDX/GE, PCS, Cerner, etc.

Depending upon the location and assigned area of responsibility, the following

Depending upon the location and assigned area of responsibility, the following duties may apply: Prepare patients for examinations including taking and recording vital signs, printing medication lists, and other tasks. Perform Point of Care (POC) testing on patients, maintain POC equipment and supplies, and maintain equipment/controls.

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
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High School Diploma or Equivalent	General Studies	Preferred
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A high school diploma or an equivalent combination of education and experience from which comparable knowledge, skills and abilities can be acquired is necessary.

Experience

Years of Experience	Type of Experience	Required/Preferred
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2 years +	Clerical experience	Required or
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2 year +	Frontline customer service and guest relations duties and skills	Required
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	Hospital admissions, registration, medical office, and/or the working use of medical terminology	Preferred
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Credentials

Registration / Licensure / Certification	Required/Preferred	Required By
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Knowledge, Skills, Abilities & Personal Characteristics

Ability to enter data into computer is necessary.

Ability to keep pace with a high volume of patients while performing multiple, sometimes complex tasks is necessary.

Requires effective communication, time management, analytical and computer skills. Patient accounting, financial assistance, and insurance knowledge base preferred.

Due to the high volume and types of patient and/or public services provided, there exists the potential for highly stressful and challenging encounters.

Physical Demands

Physical Demands

Category 3 - Light-Medium Work

Lifting 20 lbs frequently with occasional lifting or carrying objects up to 30 lbs.
Physical Demands are in excess of those for Light Work (Category 2).

Note

This document is a general description of typical job duties, responsibilities and qualifications of employees holding the associated job title. Additional duties, specific qualifications and work emphasis may vary between individual positions.