



Job Description Patient Access Specialist

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<i>Reports To:</i>	Patient Access Manager	<i>Approved By:</i>	Chad Vargas, Chief Operating Officer
<i>FLSA Status:</i>	Non-Exempt	<i>Approved Date:</i>	September 2018

SUMMARY:

The Patient Access Specialist works under the direction of the Patient Access Manager. The PAS is responsible for ensuring internal and external clients are provided with exceptional customer service. The PAS is responsible for ensuring inbound and outbound calls are handled appropriately and within established Patient Access Center protocols. Duties include, but are not limited to registering patients, determining and verifying patient program/insurance eligibility requirements, scheduling patient appointments, scanning/inputting and updating required patient information in the electronic health record or other systems, confirming appointments, assisting patients with provider changes and performing other duties as assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission and value.
2. Determines priorities and method of completing daily workload to insure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely. Provide excellent customer service to internal and external customers by being responsive to all inquiries in a timely manner.
4. Fosters and promotes a culture of service excellence and accountability.
5. Has the ability to understand the importance of good patient relations and excellent customer service. Assures timeliness of service and maintains patient confidentiality at all times.
6. Answers telephone calls timely, courteously, and professionally. Demonstrates knowledge of telephone decision-making guide. Displays the ability to utilize the computer system to obtain requested information, update demographic files and/or make, cancel, and reschedule appointments. Provides appointments and information, forward calls when appropriate, and takes detailed messages when required. Completes and submits departmental requests for information and reports.
7. Demonstrates the ability to identify the patient's account via date of birth or name search, create accounts (temporary) for new patient appointments, verifies and updates demographic information. Understands and follows eligibility requirements and verification processes for programs available in the organization.
8. Demonstrates knowledge of health center locations, types of services offered, providers schedules, and hours of operation. Provides patients with overview of comprehensive services offered at health centers, in order to promote Patient Centered Medical Home model.
9. Works with health center staff to box and prepare paper medical records for destruction or removal and transport to records storage area.

10. Assists with ensuring providers schedule/appointment thresholds are being met to maximize provider's productivity/visits.
11. Performs outreach efforts to support health center activities. May be assigned to various patient population recall reports such as Enrollment, HEDIS and preventative measures reports.
12. Identifies patients that may need enrollment assistance and/or not meeting HEDIS/preventative measures and ensures an appointment is scheduled with the appropriate services.
13. Complies with organizational policies and procedures.
14. Perform all other duties and projects as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Demonstrates a broad knowledge of and competency in management and supervisory functions.
5. Demonstrates knowledge of current compliance standards for federal, state and local regulatory agencies.
6. Maintains and promotes a safe work environment.
7. Demonstrates excellent communication skills, both oral and written.

EDUCATION/EXPERIENCE:

High School Diploma or equivalency.

Excellent telephone and interpersonal communication skills.

Must demonstrate superior professionalism when dealing with clients, staff, and vendors, required.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decision and execute timely in order to produce a positive outcome.

OTHER SKILLS AND ABILITIES:

Ability to communicate clearly, accurately and effectively.
Multi-task effectively.
Bilingual (English/Spanish/Armenian/Korean/ Tagalog)
Ability to function in a fast-paced environment.
Ability to handle, refer and transfer incoming and outgoing phone calls.
Ability to be detail oriented.

PHYSICAL DEMANDS:

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 the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print) _____ Date _____

Employee Signature _____