



Patient Service Representative (PSR)

Reports to: Nurse Supervisor/Manager or Director of Patient Services

Direct Reports: None

Status: Non-Exempt

Effective Date: February 7, 2020

Position Summary:

Under the supervision of the Nurse Supervisor/Manager or Director of Patient Services, this position supports clerical tasks such as answering phones, greeting patients and visitors, and scheduling appointments in a professional and timely manner. This position also supports reimbursement for Watts Healthcare (WHCC) through the collection and verification of demographic and insurance information from new and established patients as well as obtaining and documenting organizational and federally mandated patient signatures. In a Patient Centered Medical Home, the PSR provides a welcome environment to all patients who arrive for care and facilitates on-time “check-in” of patients in the clinical areas.

This role is expected to provide excellent customer service to all staff, patients and vendors who present to their location, and serves as the face of the clinic/department and WHCC.

Essential Functions and Responsibilities:

Primary responsibilities include the following:

1. Performs as front office receptionist for clinic/department, greeting customers/patients either in person or by telephone.
2. May verify patient eligibility for services:
 - a. Determines eligibility and ability to pay, and offers alternative solutions to payment per policy.
 - b. Verifies applications for enrollment and complete documentation of the same. Informs patients of all fees for services, policies and procedures. Distribute patient orientation materials to patients where necessary (brochures, letter, pamphlets etc).
 - c. Verifies, edits and enters information using the CRT for the registration procedure.
 - d. Registers new patients and updates existing patient demographics by collecting detailed patient information including personal and financial information.
3. Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff.
4. Follows up with reconciliation of all patients not seen in a clinic day including no-shows, cancellations, etc.
5. Assists with arranging transportation services for patients including scheduling transportation services and collaborating with the Transportation Department to resolve any patient issues regarding transportation needs.
6. Receives/handles telephone calls from pharmacies, specialty clinics, labs, external physicians, etc.; and documents necessary information so that appropriate staff can comply with requests.

7. May receive and routes patient problems, complaints and grievances related to the delivery of health care.
8. Prepares reports as directed by the supervisor; assists in sorting, filing, batching, retrieving, logging and mailing documents related to department work.
9. Maintains an adequate supply of forms and supplies utilized in front and/or back office.
10. Protects patient confidentiality, making sure protected health information is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.
11. Maintains a safe and hazard free work area. Responsible for keeping the reception, lobby area clean and organized.

Secondary Responsibilities:

1. Cross trains in other duties to provide support during absences, crises or heavy workloads.
2. Assists with telephone calls and appropriate warm handoff of all inbound calls as needed.
3. Assists in outreach programs when financial screening or registration is required.
4. Assists patients by directing them to other providers for referral services, i.e. Customer Service, Laboratory, Radiology, Health Education, TB Control, MCH, WIC, clinical departments, etc.
5. Performs related duties as assigned by supervisor/manager.

Minimum Qualifications:

These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

EDUCATION REQUIRED:

High school diploma or equivalent.

EXPERIENCE REQUIRED:

One (1) year medical front or back office experience.

SKILLS REQUIRED:

1. Knowledge of medical terminology and familiarity operation. Knowledge of PC operation preferred. interpersonal and excellent verbal communication skills.
2. Knowledge of medical terminology and third-party payer requirements is also required.
3. Demonstrated excellence in customer service and/or patient care skills.
4. Requires demonstrated organization, interpersonal communication and strong computer skills.
5. Incumbents must demonstrate problem-solving and prioritization skills in order to manage multiple tasks successfully throughout the day.

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 frequently required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to

stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles when changing printer ribbons, xerox toner, paper, etc.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT OF RECEIPT

By signing below, I acknowledge that I have received a copy of my Job Description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to the clinic's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment at Watts Health is strictly on an "at-will" basis.

Employee Printed Name

Employee Signature

Date

I certify that I have discussed the position description with the employee

Supervisor Printed Name

Supervisor Signature

Date

