

## T.H.E. CLINIC JOB DESCRIPTION

**POSITION:** PATIENT SERVICE REPRESENTATIVE  
**DEPARTMENT:** Front Desk  
**STATUS:** Full-time, non-exempt

**Position Summary:** Under the direction of the Patient Service Supervisor the Patient Representative shall receive patients and process necessary paperwork for their visits.

### **Essential Duties and Responsibilities:**

1. Greet all patients in a professional and friendly manner.
2. Provide and explain necessary paperwork to the patients for processing scheduled appointment or walk-in appointment.
3. Utilize provided computer and software to input information and record all visits.
4. Screen each patient prior to examination by provider. This includes review of patient information contained in their chart to ensure that data is current and correct.
5. Inform patients of different programs we have to offset charges, explaining the qualifications and requirements, i.e. Office of Family Planning, Medi-Cal, CHDP, EAPC, PPP, etc.
6. Perform income verification.
7. Perform status verification when appropriate.
8. Review information collected from the patient and explain the fee schedules and methods of payment, and collect payment when required.
9. Provide coverage for front desk, telephone reception and/or appointment desk.
10. Keep abreast of all payment options and special programs available to cover the cost of services rendered. Attend training when required.
11. Provide financial responsibility information to callers as need arises.
12. Assistance with billing when necessary.
13. Other duties as assigned.

### **Education and Qualifications Requirement:**

- Must be a high school graduate or possess G.E.D.
- A minimum of 6 months working in hospital admitting conducting financial screening or working in a community clinic conducting financial screening and/or one (1) year front office clerical required.
- Must possess excellent guest relations skills.
- Must be computer literate.
- Able to work with diverse ethnic groups and be sensitive to their culture.

- Additional language capability helpful.

**Physical Demands:**

The physical demands 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 sit and talk or hear. The employee is occasionally required to stand; use hands to handle or feel objects, keyboard, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 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.