



Patient Services Representative

Full-Time, Non-Exempt Position

MISSION

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

ASSIGNMENT SUMMARY

The Patient Services Representative (PSR) plays a vital role within the Kheir team. They are the first point of contact for our clients and are primarily responsible for maintaining the Ideal Patient Experience by working with patients at the beginning and end of the visit. Duties include verifying and updating patient demographic, insurance and appointment information in our scheduling software, scanning necessary documents, collecting payments for service and for invoices, scheduling follow-up appointments for medical, dental and vision, working items in departmental work queues, and responding to patient requests and inquiries in a timely fashion while exhibiting warmth, compassion and responsiveness to patients and their families. The PSR will report to the Clinic Manager. This is a full-time, non-exempt, hourly position.

MINIMUM QUALIFICATIONS

- Bachelor's Degree preferred, but not required.
- Candidates will have 2-5 years' experience in a sales or retail management environment or 3+ years' work experience in healthcare insurance using medical billing software.
- Superior customer service skills and self-motivated with the ability to exceed patient expectations.
- Excellent organizational skills and attention to details.
- Possess excellent interpersonal communication and written skills.
- Computer proficiency with MS Office products and the ability to learn new programs quickly.
- Ability to think critically and solve problems.
- Good judgment and analytical skills.
- Ability to prioritize and manage multiple projects in a fast-paced environment.
- Bilingual (English/Korean or English/ Spanish)

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

- Greeting and checking in patients in a friendly, courteous, and professional manner.

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Accepted: _____

- Collecting co-payments and verifying insurance coverage.
- Scheduling and confirming patient appointments via text or calls and scheduling additional follow up appointments as needed.
- Preparing new patient charts in EMR with special attention to detail for accuracy.
- Responding to patient billing or financial inquiries, directing to appropriate departments, as necessary.
- Collecting and posting payments & record receipts.
- Balancing nightly deposits and completing credit card processing.
- Responding to key performance indicators to ensure practice success.
- Answering and triaging calls- directing to appropriate individuals or departments.
- Responsible for monitoring patient wait times and proactively communicating with patients regarding their status during the visit.
- Responsible for monitoring waiting rooms and ensuring that waiting areas are kept clean.
- Assist patients with filling out forms when needed.
- Participate in staff and educational meetings.
- Direct patient complaints and concerns to supervisors in a timely manner.
- Perform other duties as assigned.

Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the

company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Please note that this job description is subject to change to meet the needs of Kheir Clinic.

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