



JOB DESCRIPTION

Job Title: Patient Service Representative

Department: Clerical

Reports To: Patient Services Manager, Clinical Manager or Clinical Nurse Educator

FLSA Status: Non-Exempt

Prepared Date: 1/23/08

[This information indicates the general nature and level of work performed by an employee in this role. It is not designed to contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this role. This description supersedes any previous or undated descriptions for this role. Management has the right to add or change the duties of the position at any time with or without notice. Additionally, specific employer provided training and updating of procedures, as deemed necessary should be an ongoing responsibility of the employee.]

Summary

Under general supervision of the Patient Services Manager, Clinical Manager or Clinical Nurse Educator, acts as the clinic's public relations agent, receiving customers and welcoming patients and visitors into the facility. Performs a variety of clerical duties and provides patients with insurance and registration assistance.

Essential Duties and Responsibilities includes but not limited to the following:

- Greets patients/customers in polite, prompt, pleasant and helpful manner. Provides directions, information, registration and other assistance as needed.
- Completes necessary paperwork/documentation and uses computer to generate information necessary for billing. Updates patient information, collects co-pays and accounts for daily batches, provides necessary forms, and obtains signatures as required. According to prescribed procedures uses computer to generate fee slips for appointments, reviews fee slip information for accuracy, and updates and/or corrects information as necessary.
- Maintains clean, orderly waiting area and workstation. Works with clinic management to maintain an optimum workflow.
- Answers multi-line phones in a pleasant manner and deals with customers needs expeditiously, records messages for physicians and facilitates inter-office communications, schedules patient appointments, cancellations and revisions. Answers patient questions, inquiries, and concerns regarding their accounts.
- Performs various clerical duties such as photocopying forms, reports and patient information, typing letters, forms and labels, mailing and faxing forms, copying and filing; all requiring understanding and use of office equipment.
- Prepares physician schedules.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Accountability** - Accepts responsibility for actions and decisions, whatever the outcomes are; Constructively questions why we do things certain ways; Requires little supervision. Exercises time management; Prioritizes and organizes work effectively in order to meet deadlines; Is committed to task at hand; Takes ownership - is responsive and dependable to ensure work gets done; Results oriented.
- **Change Oriented/Flexible** - Takes action quickly to correct or prevent problems; Shows enthusiasm for new ideas, programs and procedures; Is multi-skilled and able to apply knowledge/skills across broad spectrum; Can take on new tasks or switch focus as needed; Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- **Communication Skills** - Communicates effectively with department team members and other business groups throughout all levels of the organization; Also communicates effectively with external parties; Speaks clearly and concisely; Expresses thoughts and ideas easily in groups and in one-to-one conversations; Adapts communication style to fit the audience, in order to keep their attention and enhance their understanding; Shows interest in what others have to say; Listens attentively to questions and comments; Expresses appreciation for others' point of view; Participates in and/or facilitates meetings; Possesses well-developed written communication skills to communicate effectively via business memorandum, letter or written report.
- **Creativity/Forward Thinking** - Shows foresight in recognizing problems, changes, and trends relevant to area of responsibility; Sees big picture and is a strategic thinker; Generates ideas and creative solutions; Challenges the status quo in thought and action, when appropriate; Inspires creative thinking in others. Considers others' ideas and suggestions with an open mind; Is creative in looking for new ways to utilize resources and seeks efficiencies.
- **Initiative** - Volunteers readily; Seeks increased responsibilities; Asks for and offers help when needed.
- **Customer Focus (Internal and External)** - Develops customer (internal and external) relationships by making efforts to listen to and understand the customer; Anticipates and provides responsive solutions to customer needs; Is able to get results in adverse situations. Ability to maintain customer confidence and trust; Gives high priority to customer satisfaction; Works cooperatively with other employees in meeting customer expectations/ needs; Interacts with customers in a courteous, friendly, and timely manner.

- **Decision Making & Problem Solving** - Identifies problems, secures relevant information, and relates data from different sources; Identifies possible causes of problems and takes corrective action in a timely manner; Uses best judgment to develop alternate courses of action and makes timely decisions based on logical assumptions and factual information; Recommends actions; Balances different needs and goals of the organization.
- **Individual Leadership & Ethics**- Sets example for excellence; Influential, persuasive, stretches for higher levels of performance; Treats all people with respect and dignity; Is approachable and self-confident; Self-motivated; Accepts feedback from other; Maintains the highest standards of business ethics; Maintains confidentiality.
- **Team Orientation** - Works with others for the common good of all and tolerates differences; Strives to set team, group, and individual objectives that are in concert with overall company objectives; Demonstrates enthusiasm, mutual respect, motivation and growth; Contributes to building a positive team spirit.
- **Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.
- **Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality and accuracy.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be 18 years of age or older.

Education and/or Experience

High school diploma or general education degree (GED); and a minimum of one years work experience in an outpatient clinic, preferably related to Pediatrics.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database and Word Processing software.

Certificates, Licenses, Registrations

CPR certificate

Other Skills and Abilities

An ability to type 40 WPM is preferred. Knowledge of emergency workflows is required. Knowledge of medical terminology is required.

Customer Service

Maintains professional conduct and relationships with customers and outside vendors. Presents a friendly and professional image.

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.

Most of the time is spent sitting/standing in a comfortable position and there is frequent opportunity to move about. There will be a need to move or lift articles and boxes. As a good safety practice, Pediatric Partners does not expect any employee to move or lift articles outside or beyond the normal capabilities of its employees.

Employees are encouraged to get a buddy/partner when lifting articles that are not easily moved or lifted by one person or could sustain injury without a partner.

- Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items. Requires the ability to move around and maneuver products when necessary.
- Requires listening for general / emergency information announcements.
- Walking and standing. Requires moving around.
- Identifying and reading reports, safety signs, company documents, etc. Requires recognizing, identifying and using company documents when necessary.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, sit, reach with hands and arms, and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and abilities to adjust to 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.

- Work is performed in an office environment. Involves frequent contact with staff, patients and the public.
- Work may be stressful at times. Contact may involve dealing with sick, angry or upset people.
- May be exposed to communicable diseases.
- The noise level in the work environment is usually moderate.

Employee’s Name (Print)

Employee’s Signature

Date