



BAY CLINIC INC

Patient Services Representative

Department: Patient Services

FLSA Status:

Grade/Level:

Job Type:

Work Schedule:

5,8 hour shifts or 4, 10 hour shifts

Job Status: Full Time

Reports To: Patient Services Manager

Amount of Travel Required: 10%

Positions Supervised: None

POSITION SUMMARY

The Patient Services Representative acts as the point of contact by greeting patients and visitors in person and over the phone and directing them to the appropriate clinic personnel. The Patient Services Representative assures that the delivery of high quality, cost efficient, culturally sensitive services comply with all Federal, State and Local agency policies and procedures as well as those at the Bay Clinic. Promote and support the Patient Centered Medical Home (PCMH) primary care model.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Answers the telephone promptly and courteously, refers calls to the appropriate area and identifies and refers urgent calls correctly.
- Registers patients into the computer, generating required paperwork for a patient visit. Calls patients to remind them of their scheduled visits.
- Makes and assists in making return appointments, confirming the patient's current address, phone number, and updates demographics and insurance information in the computer system as necessary.
- Secures patients medical record and notifies nursing staff of patient's arrival.
- Receive payment and record receipts for services.
- Hear and resolve complaints from patients.
- Monitors status of reception areas, alerting clinical staff of unusually long patient waiting times or obtaining assistance for any unusual situations including patient conflicts.
- Performs other clerical support functions including filing, copying records for release, scheduling and documentation of appointments or referrals, completes medical release forms, documents no shows or cancellations in the chart. Pulls medical records the day before the patient's appointment.
- Transmit information or documents to patients, labs or other doctors' offices using computer, mail, or facsimile machine.
- Collect, sort, distribute and prepare mail.
- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Perform duties such as taking care of plants and straightening magazines to maintain lobby or reception area.
- Exhibits and promotes a standard of excellence in the performance of all duties and interactions with patients, co-workers and outside contacts.
- Performs other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Design, implement, and evaluate staff training and development programs, customer service initiatives, and performance measurement criteria.
- Develop work schedules according to budgets and workloads.
- Perform other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Ability to adapt to change in the workplace.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Change Management - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Coaching and Development - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Decision Making - Ability to make critical decisions while following company procedures.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Presentation Skills - Ability to effectively present information publicly.
- Risk Taker - Ability to take calculated risks or to stretch the limits of comfort zones.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.

SKILLS & ABILITIES

- Education:** High School Graduate or General Education Degree (GED): Required
- Experience:** 4 plus years of experience
- Computer Skills:** Experience in Microsoft Windows environment preferred. Ability to competently utilize EMR and PAMM to complete daily tasks.

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
- O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	O	Lift/Carry	
Walk	O	10 lbs or less	F
Sit	O	11-20 lbs	O
Manually Manipulate	O	21-50 lbs	O
Reach Outward	O	51-100 lbs	N
Reach Above Shoulder	O	Over 100 lbs	N
Climb	N	Push/Pull	
Crawl	N	12 lbs or less	O
Squat or Kneel	O	13-25 lbs	O
Bend	O	26-40 lbs	N
		41-100 lbs	N

Other Physical Requirements

WORK ENVIRONMENT

- Communication, Oral English - Ability to communicate effectively in English.
- Adaptability - Ability to adapt to change in the workplace.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Reliability - The trait of being dependable and trustworthy.
- Tolerance - Ability to work successfully with a variety of people without making judgments.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.

SKILLS & ABILITIES

Education: High School Graduate or General Education Degree (GED): Required

Experience: 1 plus years of experience

Computer Skills: Experience in Microsoft Windows environment preferred. Ability to competently utilize EMR and PAMM to complete daily tasks.

WORK ENVIRONMENT

Health clinic environment with possible exposure to airborne pathogens.

Prepared By: Sharon Nelson Date: 5/11/16

Patient Services Manager: Malleab A. Loma Date: 5/11/16

Director of Operations: [Signature] Date: 5-17-16

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.