



Job Title:	Patient Services Representative
Reports To:	Medical Records Manager
Department:	Patient Services
FLSA Status:	Non-Exempt
Travel:	5%
Supervisory Duties:	None
Work Schedule:	Full Time (40 hours per week) 5, 8 hour shifts or 4, 10 hour shifts

Job 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.

Reasonable Accommodation 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. Bay Clinic is an equal opportunity employer.

Essential Functions

- 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.
- Receives payment and record receipts for services.
- Hears and resolves 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.
- Transmits information or documents to patients, labs or other doctors' offices using computer, mail, or facsimile machine.
- Collects, sorts, distribute and prepares incoming and outgoing mail
- Answers clinic calls, providing information, taking messages and scheduling appointments.
- Acts as front door screener on rotation with other Patient Services Team members.
- Performs duties such as straightening magazines, and wiping down surfaces to maintain reception area.
- Exhibits and promotes a standard of excellence in the performance of all duties and interactions with patients, co-workers and outside contacts.
- Reports to work as scheduled and on time and keeps supervisor informed as to changes in work schedule.
- Performs other duties as assigned.

Qualifications

- 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 EHR to complete daily tasks.

Working Conditions

Health clinic environment with possible exposure to airborne and bloodborne pathogens.

Physical Requirements

Stand for extended periods of time, do repetitive tasks with few breaks.

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
Walk	O
Sit	O
Manually Manipulate	O
Reach Outward	O
Reach Above Shoulder	O
Climb	O
Crawl	O
Squat or Kneel	O
Bend	O

Lift/Carry

10 lbs or less	O
11-20 lbs	O
21-50 lbs	O
51-100 lbs	N
Over 100 lbs	N

Push/Pull

12 lbs or less	O
13-25 lbs	O
26-40 lbs	N
41-100 lbs	N

****The company has reviewed this job description to ensure that essential functions and basic duties have been included. 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.*

Prepared By:	Human Resources
HR Director Approval:	
Date:	
Supervisor Signature:	
Date:	
Employee Signature:	
Date:	