

Job Description

Job Title: Patient Services Representative I
(Scheduler)
Reports To: Office Manager
Department: Business

SUMMARY:

Position requires medical office knowledge and the ability to input data accurately into computer system. Must be detail oriented with good interpersonal and customer service skills. Assists/directs patients with questions and inquiries. Works under the daily supervision of the office manager.

DUTIES & RESPONSIBILITIES

1. Schedules appointments:

- a. Answers incoming calls in a timely manner
- b. Registers new patients into the computer system
- c. Identifies patients by date of birth and name in computer system
- d. Schedules and re-schedules appointments
- e. Calls No Show appointments to reschedule, makes appropriate notations in Electronic Health Record and Practice Management System
- f. Performs prescreening process for add-on appointments
- g. Completes all electronic appointment request daily
- h. Informs patients of payment policy and need for referral , when appropriate
- i. Informs patients of outstanding patient balances
- j. Provide patients with directions to the office locations

2. Routinely demonstrates superior customer service skills:

- a. Answers telephone in a timely and polite manner, preferably within three rings.
- b. Communicates with customers in a courteous, professional, cooperative, and mature manner.
- c. Recognizes and responds appropriately to violent/abusive situations and emergencies.
- d. Accurately takes messages and conveys information to recipient.
- e. Transfers call / task to physicians and medical teams when medically indicated

3. Protects/observes patient confidentiality per policies and procedures.

4. Scans information into Electronic Health Record:

- a. Categorizes, dates, and labels loose medical documents.
- b. Scans loose medical documents per protocol.
- c. Accurately imports registration documents into patient's electronic health record.

5. Marginal or Periodic Job Functions:

- a. Performs related duties as required
- b. Reads all announcements and relevant communications relating to job duties.
- c. Successfully completes competency based training and testing on an annual basis.
- d. Prioritizes and completes all work in an accurate, effective, and efficient manner.
- e. Locks office and secures files containing money or confidential information when away for

workstation.

- f. Properly disposes of printed information, logs off computer when leaving workstation and keeps passwords confidential.
 - g. Participates in team meetings and supports philosophy of the Practice.
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QUALIFICATIONS

- Education/Training Level
 - High School Diploma or equivalent
 - 0-2 Years Medical Office experience preferred.
 - Communication Skills
 - Bilingual preferred
 - Ability to effectively interact with physicians, patients and other staff members.
 - Translation for patient and provider as necessary.
 - Technology Skills
 - Basic computer skills required
 - Demonstrates knowledge of proper, safe, efficient usage of current office equipment/software
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NATURE OF WORK

- Job duties are routine in nature, but situations may vary occasionally; policy and procedure provide direction for solving non-routine situations. Employee is expected to consult management for any situation for which precedent does not exist.
 - Job duties involve routine interaction with others, including providing assistance and limited direction. Contacts are generally, cordial and non-confrontational.
 - May be required to perform the duties of other employees in their absence.
 - May be required to perform duties and responsibilities not listed in this description, on a temporary or long-term basis.
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WORKING CONDITIONS AND ENVIRONMENT

- Duties are performed in a generally comfortable environment.
 - Ability to sit and stand for periods of time.
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DISCLAIMER

The duties and responsibilities, qualifications, physical conditions and other statements contained herein represent the current general nature of the job described, and are subject to change at any time, with or without notice. This job description does not limit in any way the assignments that may be given to an employee in the job, and employees are expected to perform any and all duties assigned by their supervisor willingly and without reservation.

