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| **Position Title:**  Patient Service Representative  **Department:** Reception  **Reports To:** Reception Manager | **FLSA Status:** Non-exempt  **Last Reviewed:** October 2019 |

**SUMMARY OF DUTIES:** The Patient Service Rep, while using an electronic medical record system, coordinates and facilitates the smooth, efficient and continuous flow of patients through the medical office setting.  Collaborates with members of the clinical care team to improve access, reduce backlog and minimize delays along the value stream of the patient encounter.  Works closely with patients and their families; many times serving as the patients’ first point of contact, while demonstrating outstanding focus on the patient as the primary customer.  Is skilled in multiple functions within the reception department, enabling cross coverage where required.  Can anticipate bottle-necks in patient flow and adjusts processes as necessary.  Listens with empathy and respect and is a skilled problem-solver. Works closely with leadership and the clinical team, to improve processes and enhance the patients' experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**:

* Demonstrate and hold self and others accountable to the GBO values of:
  + Pursue Empathetic, Caring Relationships: We will care about our patients and about each other
  + Embrace the Difficult: We courageously seek challenges and change
  + Take Responsibility: We take ownership for our actions, provide solutions to problems and demand the same for each other
  + Be Better: We constantly seek opportunities to learn and improve who we are and what we do.
* Greets the patients with a smile, making immediate eye contact and welcoming the patient to the practice.
* Verification and updating of the patient’s demographic and insurance information.
* Collects applicable co-pays and other non-covered service charges and accurately applies multiple forms of payments to the patient’s account.
* Prepares and maintains accurate appointment schedules for designated providers and resources.
* Applies scheduling guidelines accurately to create an efficient flow.
* Applies advance access principals and critical thinking skills in determining the best scheduling options to meet the patient and clinic needs.
* Collaborates with clinical team to continually improve access and reduce backlogs and delays.
* Collaboration with hospitals (and other ancillary facilities) regarding the scheduling of testing &/or appointments.
* Assess patient needs; independently taking appropriate action. Screens calls for emergencies, appropriately identifying life threatening symptoms and directs calls utilizing standardized protocols.
* Demonstrates a commitment to service, organizational values and professionalism through appropriate conduct and demeanor at all times.
* Accepts and enters verbal/telephone orders at the direction of a physician or Nurse practitioner, into the Electronic Medical Record.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Accepts and enters verbal/telephone orders at the direction of a physician or Nurse practitioner, into the Electronic Medical Record.
* Clear and concise verbal and written communication; maintain professional telephone etiquette
* Excellent keyboard skills; able to manage multiple computer applications at one time.
* Appropriate utilization of grammar and spelling; Knowledge of medical terminology
* Ability to respond to stressful/emergency situations or frequent interruptions in a calm and effective manner; ability to multi-task
* Maintains confidentiality and protects sensitive data at all times.
* Adheres to organizational and department specific safety standards and guidelines.
* Works collaboratively and supports efforts of team members.
* Demonstrates exceptional customer service and interacts effectively with physicians, patients, residents, visitors, staff and the broader health care community.
* Knowledge of medical terminology.

**QUALIFICATIONS AND EXPERIENCE:**

* High School Diploma, GED or equivalent work experience.
* Experience in a customer service setting, preferably in a medical office or health care facility. Call center experience helpful.
* Experience using Microsoft Office Programs and Electronic Medical Record system(s) preferred.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

* Occasionally lift up 10 lbs. Rarely push/pull up to 25 pounds.
* Regularly required to stand; sit; climb, balance, stoop, kneel, crouch or crawl; twist; bend; walk; use hand to finger, handle, or feel; reach with hands, arms; talk and hear.
* Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and to adjust focus.
* Sit for prolonged periods of time.
* Work is generally performed in an office setting; desk/cubicle with chair, computer and phone
* The noise level in the work environment is usually quiet to moderate
* This job operates in a health care setting. This role routinely comes into contact with patients who may have contagious illnesses. Occasionally, exposed to hazardous chemicals.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job.  This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.