

Job Description

Job Title: Patient Services Representative Status: FT Non-Exempt (Hourly)

Reports To: Clinical Manager, Scheduling Manager, Clinical Director/Office Supervisor

Date: 1-6-2012

Modified: 2-6-2026

Position Summary: Performs a variety of receptionist, scheduling and patient related duties in physician practice front office. Provides support to patients by coordinating contact with clinical staff and physicians, including messages, appointment scheduling, payment collection, patient medical records and greeting of patients and visitors.

Duties and Responsibilities:

- Greet patients and visitors in a prompt, courteous and helpful manner.
- Check in patients, adding, verifying and updating necessary information in the computer system and chart. Scan patient information into computer system. Assist patients as needed.
- Evaluate insurance requirements, obtain insurance referrals and pre-authorizations as necessary. Follow-up as appropriate.
- Process all no-show and cancellations per established guidelines.
- Answer telephones, screen calls, take messages and provide information. Answer all incoming calls by the third ring. Minimize callers' length of time on hold. Transfer calls within office and to other VRC offices as appropriate. Transfer phone calls to and from answering service at beginning and end of day.
- General supervision of the reception area and assistance to patients as needed. Keep waiting rooms neat and coffee stations stocked. Discard old magazines.
- Schedule new/established/emergency patients by phone, utilizing established phone triage/scheduling time frame protocols. Gather new patient registration information by phone, enter into computer. Prepare and mail New Patient packets.
- Check out patients after appointment. Schedule patient appointments with VRC physicians, referring doctors and/or specialized testing (MRI, lab, etc.). Collect co-payments, co-insurance and payments due from patients. Prepare receipt for patients. Provide work excuse notes as necessary. Scan patient information into computer system.
- Schedule patients on patient shuttle service, taking care to group patients by region to maximize service efficiency. Coordinate van schedule with shuttle drivers.

- Refer patients to CareCredit for payment plans according to established protocol. Transmit CareCredit applications to Patient Accounts Department as needed. Process CareCredit transactions upon approval. Refer patients to Patient Accounts Dept. as otherwise necessary.
- Reschedule patients due to physician schedule changes as appropriate.
- Confirm patient appointments by telephone for next day's appointments when automated confirmations cannot be completed. If manually calling patients record results of confirmation calls in computer. Monitor automated confirmation call reports.
- Monitor schedules in advance to facilitate appropriate patient flow. Adjust schedule as necessary. Coordinate/communicate schedule changes during the day (ERs, etc.) with physician, nurse, other staff.
- Close day according to Front Office Financial Procedures, including post charges and payments in computer, run visit slip totals, compare with Daily Transaction Register Report from computer, compare totals with cash drawer count, scan checks/prepare deposit, and prepare day end reports for Patient Accounts Department.
- Run visit slips. Update chart information as needed. Run visit slips & demographics slips for Marietta patients. Pull charts for satellite offices.
- Open, sort and distribute incoming mail. Distribute incoming faxes as appropriate. Process and mail letters to referring doctors, other mail as necessary. Monitor and order postage as needed.
- Gather materials from physicians' out box each morning. Distribute as appropriate.
- Maintain copy machine, phone system and fax machine as needed.
- Perform any other duties needed to ensure the smooth flow of work/patients in the office.
- Travel to all VRC office locations and outreach locations.

General Duties and Responsibilities

- Communicate with patients, family members, physicians, co-workers, and the public in a respectful, helpful and courteous manner at all times.
- Maintain patient and practice confidentiality at all times, communicating sensitive information only to those who should, by nature of their job/authority, receive it.
- Establish and maintain effective working relationships with all physicians, co-workers, patients, and the public.
- Follow the VRC Standards of Conduct and the VRC Corporate Compliance Program at all times. Conduct all actions with regard to VRC patient care and business in a legal and ethical manner.

Qualifications:

- High school graduate or equivalent.
- Minimum of 3-5 years of continuous experience in the medical field.

- Ability to read, understand and follow oral and written instructions; able to follow multiple practice policies.
- Ability to professionally communicate with patients and co-workers.
- Ability to speak clearly and concisely.
- Ability to use correct grammar, correct spelling and punctuation usage required in notes and emails.
- Ability to multi task.
- Knowledge how to utilize outlook, emails, word and excel programs.
- General knowledge of utilizing office equipment, computers, copier, fax, scanner.
- Previous experience in a customer service environment.
- Organize and prioritize responsibilities while remaining flexible to changing demands.
- Ability to meet deadlines and work under pressure with minimal supervision
- Strong analytical skills and attention to detail

Physical Demands:

- Work may require sitting for long periods of time.
- Occasionally lifting files or paper.
- Operating a computer, keyboard, a calculator, telephone, copier, fax, scanner or other such office equipment through a normal business day.
- Vision must be correctable to 20/20 for viewing information on computer screen and reading information in a paper format.
- Hearing must be in the normal range for telephone contacts.
- Will require viewing computer screen and typing on a keyboard for prolonged periods of time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is intended to provide a basic guideline for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as necessary.

Signatures:

Employee: _____ Date: _____

Office Manager: _____ Date: _____