

## Patient Service Representative

The Patient Service Representative is responsible for greeting and registering patients, gathering appropriate demographic, insurance and billing information, assisting patients with billing and insurance needs, telephone and reception duties, managing a busy schedule, entering and placing accurate orders for imaging services to include the diagnosis for the exam(s), prepare patients for exams, and assisting technologists and radiologists in the completion of procedures and the radiologist needs relative to image interpretation and billing.

### Minimum Qualifications:

#### Required

- High School Diploma or Equivalent
- American Heart Association BLS required within 60 days of hire
- Basic knowledge of principles of CPT and ICD9 coding
- Understanding of Medicare billing requirements for diagnostic tests Preferred
- Radiology department/imaging experience
- 6 months office or billing experience
- Essential Job Functions:
  - In addition to the essential functions of the job listed below, employees must have on-time completion of all required education as assigned per DNV requirements, Bozeman Health policy, and other registry requirements.
  - Provides accurate admitting and registration functions for Imaging patients.
  - Maintains proficiency with multiple billing and registration systems.
  - Provides pre-billing services including obtaining insurance and billing information, updating systems as appropriate, providing estimates of exam charges, educating patients on medically necessary waivers and other compliance documents and obtaining appropriate signatures, obtains pre-authorization for studies as needed, may review payment arrangements and directs to billing office staff as appropriate.
  - Interfaces with billing office for expedient charge capture, compliance, and customer service for all Imaging patients.

- Places orders for Imaging services.
- Ensures order appropriateness with documentation of signed order, pertinent diagnosis or reason for exam requiring an understanding of valid ICD-9 coding, adequate patient demographics.
- Provides telephone reception for busy department and physicians. This includes greeting customers and providing assistance, providing assistance to referring physicians and staff with report retrieval, facilitating scheduling, ordering of exams, locating prior studies.
- Ensures busy schedule is maintained with on-time appointments, key open appointment slots are filled, confirming appointments, assisting with rescheduling appointments and providing immediate service recovery as needed.
- Prepares patients for exam by education, exam specific paperwork, dressing, prep instructions, and communication with technologists.
- Escorts patient to physician office or further care for immediate referral needs, lab work, hospitalization, etc.

#### Knowledge, Skills, and Abilities

- Demonstrates sound judgement, patience, and maintains a professional demeanor at all times.
- Ability to work in a busy and stressful environment.
- Strong interpersonal, verbal and written communication skills.
- Ability to work varied shifts.
- Computer applications, MS Office, EMR, internet applications and standard office equipment.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.

#### Schedule Requirements

- This role requires regular and sustained attendance.
- The position may necessitate working beyond a standard 40-hour workweek, including weekends and after-hours shifts.

- On-call work may be required to respond promptly to organizational, patient, or employee needs.

## Physical Requirements

- Lifting (Rarely- 30 pounds)
- Exerting force occasionally and/or using a negligible amount of force to lift, carry, push, pull, or otherwise move objects or people.
- Sit (Continuously): Maintaining a sitting posture for extended periods may include adjusting body position to prevent discomfort or strain.
- Stand (Occasionally): Maintaining a standing posture for extended periods may include adjusting body position to prevent discomfort or strain.
- Walk (Occasionally): Walking and moving around within the work area requires good balance and coordination.
- Climb (Rarely): Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like using feet and legs; may also use hands and arms.
- Twist/Bend/Stoop/Kneel (Occasionally): Twisting, bending, stooping, and kneeling require flexibility and a wide range of motion in the spine and joints.
- Reach Above Shoulder Level (Occasionally)
- Lifting, carrying, pushing, or pulling objects as necessary above the shoulder, requiring strength and stability.
- Push/Pull (Occasionally): Using the upper extremities to press or exert force against something with steady force to thrust forward, downward, or outward.
- Fine-Finger Movements (Continuously)
- Picking, pinching, typing, or otherwise working primarily with fingers rather than using the whole hand as in handling.
- Vision (Continuously): Close visual acuity to prepare and analyze data and figures and to read computer screens, printed materials, and handwritten materials.
- Cognitive Skills (Continuously)
- Learn new tasks, remember processes, maintain focus, complete tasks independently, and make timely decisions in the context of a workflow.

- Exposures (Rarely): Blood borne pathogens, such as blood, bodily fluids, or tissues. Radiation in settings where medical imaging procedures are performed. Various chemicals and medications are used in healthcare settings. Job tasks may involve handling cleaning products, disinfectants, and other substances. Infectious diseases due to contact with patients in areas that may have contagious illnesses.

\*Frequency Key: Continuously (100% - 67% of the time), Repeatedly (66% - 33% of the time), Occasionally (32% - 4% of the time), Rarely (3% - 1% of the time), Never (0%). The above statements are intended to describe the general nature and level of work being performed by people assigned to the job classification. They are not to be construed as a contract of any type nor an exhaustive list of all job duties performed by individuals so classified.