



Patient Service Representative

Job Title: Patient Service Representative

Department: Dental or Medical Services

Immediate Supervisor Title: Dental or Medical Clinic Manager

Job Supervisory Responsibilities: None

General Summary: A nonexempt, clerical position responsible for making appointments for patients following medical or dental practice procedures. Position is also for responsible patient recall notices, prior authorizations and other clerical duties associated with Four Rivers Dental or medical operations.

Essential Job Responsibilities:

1. Schedules appointments for patients either by phone or in person. Clinic offers after-hours/same-day appointments, representative will schedule these appointments following walk-in protocols.
2. Uses electronic medical record program to match dentist/hygienist or medical providers availability with patient's preferences in terms of date and time.
3. Maintains scheduling system so records are accurate and complete and can be used to analyze patient/staffing patterns. Ensures that updates (e.g., cancellations or additions) are input daily into master schedule.
4. Uses customer service principles and techniques to deal with patients calmly and pleasantly.
5. Collects patient demographic information (ie address, income verification, ID) and other paperwork as needed; including patient consents
6. Understanding of Medicaid, Managed Care and other insurance plans; including requirements for prior-authorization, patient financial responsibility and covered services
7. Explains financial requirements to the patient and collects co-pays as required. Balances cash drawer daily.
8. Demonstrates understanding of HIPPA and protects patient information.
9. Other duties as assigned.

Education: High school diploma.

Experience: Preferred one year of experience in an appointment scheduling position

Other Requirements: None

Performance Requirements:

Knowledge:

1. Knowledge of medical/dental practice protocols related to scheduling appointments and insurance.
2. Knowledge of computerized scheduling systems.
3. Knowledge of customer service principles and techniques.

Skills:

1. Skill in communicating effectively with physicians/clinicians about scheduling preferences.
2. Skill in maintaining master appointment schedule via manual or computerized means.
3. Skill in producing reports about appointment patterns as needed.

Abilities:

1. Ability to multitask effectively, dealing with phone calls, in-office patients, staff, and others pleasantly.
2. Ability to communicate calmly and clearly with patients about appointments in all circumstances including when they are ill or have an emergency.
3. Ability to analyze situations and respond appropriately.

Equipment Operated: Standard office equipment with emphasis on computer hardware and software as well as telephone.

Work Environment: Medical office or reception area. Exposure to communicable diseases and other conditions related to clinic setting. Occasional travel to other Four Rivers locations may be required.

Mental/Physical Requirements: Mostly sedentary with some standing, walking, reaching. Daily and repetitive data entry may cause nerve problems unless ergonomic techniques are used. Periodic stress from handling many calls and patient requests.

Employee Signature

Date