



Job Description

Patient Services Representative

Level I & II

Date: January 01, 2023

_____ Exempt __X__ Non-Exempt

Department: Health Center

Compensation: \$\$17.05 to \$22.87 per hour

Written By: Cheryle Pickle, CMPE
Approved By: Karin Hennings,
Administrative Director/CEO

Reports To: Health Center Supervisor

Job Summary:

The Patient Services Representative is bilingual in English and Spanish and answers the telephone in a professional manner triaging calls according to their urgency based on medical symptoms and history. They perform clerical duties related to patient visits. They are integral part of the healthcare delivery team. They demonstrate the District's core values of **Compassion, Commitment, and Excellence**. Assist and support the Front Office Lead and Health Center Manager in accordance with current policy and procedure, applicable federal, state, and local standards, guidelines, and regulations. They adhere to principles of service and the philosophy and mission of Del Puerto Health Center in all aspects of job performance. They are keenly aware that they are the District's representative and often the first impression of the Health Center.

Assigned Area Responsibilities

The *Patient Services Representative* will be required to perform all specific duties for the assigned area. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned.

Telephone:

1. Display a positive attitude while helping patients access to health care and overcome barriers.
2. Greet patients and set the stage for their overall experience.
3. Schedule and confirm appointments for multiple providers.
4. Follow-up with appointment cancelations and no shows.
5. Contact new enrollees of all age groups under various health plans to set up initial appointments.
6. Screen incoming calls and routine calls; take detailed messages such as patients name, dob, phone number, pharmacy name, and medications, before forwarding to clinical staff and providers.
7. Verify insurance eligibility and assist patient with insurance verification.

Medical Records

1. Sort Faxes to appropriate provider/ staff member
2. Obtain medical records from outside sources.
3. Send medical records to outside facilities.
4. Comply with subpoenas for Medical Records (lawyers, life insurance etc.)
5. Complete insurance audits
6. Comply with requests for Medical Records (patient request, workers compensation, specialty offices, etc.)
7. Complete documentation for patient transfers.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Maintain professionalism in all interactions with patients, family members, providers, office staff, members of the community and related outside agencies.
2. Request office supplies as needed for your area.
3. Attend general and medical staff meetings.
4. Maintain cleanliness and organization of the office area assigned to you.
5. Handle confidential and protected health information (PHI); understand of the importance of confidentiality and non-disclosure according to the general standards set forth by HIPAA.
6. Proficiently use Microsoft Office Suite and electronic medical/health records.
7. Take patients' medical history and accurately document patients' medical information in Electronic Health Record.
8. Update and scan patient medical records.
9. Understand and constantly apply "Universal Precautions".
10. Work with ethnically diverse populations in a culturally sensitive manner.
11. Perform other clerical duties as may be assigned by the Health Center Supervisor and/or Health Center Manager.

EDUCATION

- High School Diploma or GED

CERTIFICATIONS

- Current Cardiopulmonary Resuscitation Card (CPR)
- Typing certificate 35 wpm
- Medical Assistant, certified preferred

EXPERIENCE

- Minimum 1-year medical front office experience, preferred

LANGUAGE

- Bilingual English/Spanish, required
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OTHER SKILLS and ABILITIES:

- Speak, read, and write English fluently. Can record information accurately in English.
- Outstanding customer skills with sensitivity towards patient rights.
- Excellent communication skills; intermediate to advanced phone skills.
- Excellent organizational skills.
- Knowledge of medical terminology and common medical office clerical procedures, including computerized billing and accounts payable systems.
- Ability to operate office equipment (copy machine, fax, adding machine, scanner, and computer)
- Ability to multi-task and work effectively in a high-stress and fast-moving environment utilizing good decision-making skills.
- Flexibility and willingness to work on an as-needed basis in order to meet operational needs of the health center.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb, or balance, stoop or crouch.

The employee may occasionally lift and/or move up to 40 pounds and push up to 100 pounds on wheels. Specific vision abilities required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. (See complete "Physical Requirements" attached).

WORK ENVIRONMENT:

The business office work environment characteristics described here are representative of those they encounter while performing the essential functions of this job.

RISK EXPOSURE CATEGORY I: Risk of exposure to blood/body fluids, based on Health Clinic location

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION:

All your information will be kept confidential according to EEO guidelines. Del Puerto Health Care District is an Equal Opportunity Employer – Minorities, Females, Veterans and individuals with disabilities are encouraged to apply. Del Puerto Health Care District participates in E-Verify during the hire process at its location for all new employees.

JOB DESCRIPTION-PHYSICAL REQUIREMENTS

TITLE: Patient Services Representative

Please check one box below in Section I and Section II which apply to this job description. Comments can be made in Section III.

C = Constant (76-100%) F = Frequent (51-76%) O = Occasional (26-50%) S = Seldom (1-25%) N = Never (0%)	E - Regardless of frequency, this activity is indispensable. M - This activity is useful and helpful but not absolutely essential.
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	Section I	Section II					Section III		Comments:
Basic Skills:	C	F	O	S	N	E	M		
Reading	X					X			
Writing	X					X			
Math	X					X			
Talking	X					X			
Hearing	X					X			
Physical Demands:	C	F	O	S	N	E	M		
Sitting		X				X			
Standing		X				X			
Walking		X				X			
Stooping		X				X			
Crawling		X				X			
Climbing			X			X			
Reaching Overhead		X				X			
Crouching		X				X			
Kneeling		X				X			
Balancing		X				X			
Pushing or Pulling (10-100 lbs)			X			X			
Lifting or Carrying		X				X			
10 lbs. or less		X				X			
11 to 25 lbs.		X				X			
26 to 50 lbs.		X				X			
51 to 75 lbs.			X				X		
76 to 100 lbs.			X				X		
Over 100 lbs. (assist lift)				X			X		
Moving Patients				X			X		

(DWN14.TXT)

Candidate's Statement

I have reviewed the position physical qualification assessment for the job I am applying for. To the best of my knowledge, I am physically capable of safely performing the tasks identified.

I understand that any omission or misrepresentation of material fact in this application may result in refusal of or separation from employment. I hereby authorize the company to make any investigation of my background deemed necessary regarding employment. I have no objection to making application for security clearance, if necessary, signing an employee agreement on confidential information and inventions or taking a medical examination. I agree to abide by all company safety and health rules and to use protective equipment as directed by my supervisor.

Signature

Witness

Date

Date