

JOB TITLE: Patient Service Representative	DEPARTMENT: Rural Health Clinic	POSITION OF SUPERVISOR: Clinic Director/Clinic Nurse Manager
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary:**

Patient Service Representative (PSR) performs a variety of clerical tasks related to the patient registration and discharge process. The PSR will use computer programs and applications to ensure proper documentation of patient activities, scheduling for appointments (clinic, lab, radiology, etc.), scheduling of follow-up visits, and collection of payments. The PSR must possess a strong customer service aptitude and be able to work independently as well as within a team. Additional functions of the PSR may include answering the phone for the care team assigned to, taking messages, transferring calls to other care team members, processing faxes, facilitating the completion and up-loading of various documents, as well as carrying out assigned duties to facilitate the smooth functioning of the care team.

**Qualifications: At all times, the employee shall possess the following qualifications set forth below.**

<b>Education/Training:</b>	High school diploma or GED Courses in computer and medical terminology preferred.
<b>Experience:</b>	1-3 years of Customer Service experience preferred. Proficient typing skills and experience with using computers.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge Lifesaver/CPR
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, keyboards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Scheduling/Pre-Service Specialist.

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Know and practice the prescribed vision, mission, core values and standards of Pagosa Springs Medical Center.
4. Comply with all PSMC and department procedures, rules, guidelines and directives.
5. Adhere to all policies and procedures in the Rural Health Clinic Policy and Procedure Manual.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Interact with other departments and staff members in a manner which promotes optimum service to the patients and/or the public.
8. Be courteous, respectful, honest, and solution-oriented in dealing with others.
9. Communicate accurately, clearly, and effectively both orally and in writing.
10. Possess excellent organizational skills and the ability to multi-task.
11. Work independently and perform the job with minimum supervision.
12. Address voice-mails, Electronic Health Record assignments/messages, and emails daily. Respond appropriately and in a timely manner.
13. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
14. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
15. Respect the importance of compliance and quality programs and support the same.
16. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
17. Participate in employee training, meetings, Disaster Preparedness and emergency events.
18. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

1. Courteously greets all patients in a timely manner.
2. Identifies all patients by utilizing two identifiers (name and date of birth).
3. Efficiently registers patients for appointments by accurately completing the check in process, which includes verification of patient demographics and insurance.
4. Creates appropriate encounter with correct FIN, location, medical service and attending provider for a variety of services including walk in appointments, clinic follow up, specialty appointments, laboratory and radiology needs.

5. Schedules follow-up appointments for patients exiting the Clinic.
6. Answers overflow scheduling phone calls and schedules patient appropriately.
7. Creates laboratory or radiology encounters as needed for patients exiting the clinic.
8. Accurately scans patient's identification and insurance cards into the electronic health record.
9. Checks for PCP authorization for all Veteran patients and includes this information on the encounter. Obtains urgent care authorization for Veteran patients accessing walk in clinic.
10. Scans records, EKG's, CMS worksheets, and outside orders to the correct encounter in the patient medical record.
11. Collects, documents and posts patient payments and co-payments to the appropriate accounts.
12. Maintains and safeguards cash payments received; places in secured location at end of each workday.
13. Informs patients of financial assistance options and responsibilities when indicated.
14. Schedules patient appointments in the computer system following all Clinic workflows and protocols.
15. Collaborates with Lead RN to maintain walk-in schedule and facilitate efficient patient flow.
16. Utilizes walk in triage form to recognize/identify patient symptoms requiring immediate nurse triage.
17. Maintains and monitors the no-show report, system cancels and reschedule reports.
18. Audits schedule daily for scheduling errors, incomplete encounters and/or missing information.
19. Prepares and mails new patient paperwork and Medicare annual wellness paperwork to appropriate patients.
20. Answers multi-line phone system and processes calls appropriately based on the patients stated need.
21. Monitors and addresses the Clinic Scheduling Pool and referral pools/referral management system.
22. Assists patients with records request or release forms.
23. Educates patients by providing them with general and/or specific clinic information.
24. Completes all opening and closing duties in a timely manner ensuring all computers are shut down and iPads are secured.
25. Assists in training of new PSR staff members.
26. Provides clerical support for clinical staff.
27. Provides EHR registration support for all staff members.
28. Attends all staff meetings and trainings.
29. Obtains proficiency in the following computer systems: Cerner, Microsoft Word/Outlook/Excel.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.

- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)