



## **POSITION OVERVIEW**

Job Title: Patient Service Rep I

Business Title: *Patient Service Rep I, Patient Service Rep Evening, Patient Service Rep Flex, Patient Service Rep Float*

Job Code: PSRI

FLSA Status: Non-Exempt

Department:

Reports to:

Location: XXXXX

Draft Date: XXXXX

Revision Date: XXXXX

Approved By: XXXXX

Role: Individual Contributor

## **POSITION SUMMARY**

Responsible for greeting patients/visitors in lobby and or front desk and navigating patient traffic. Performs clerical office duties to maintain efficient operations. Maintains open lines of communication with both the patients and clinic staff to ensure any potential issues are addressed in a timely manner.

## **POSITION DUTIES AND RESPONSIBILITIES**

- Displays exemplary customer service at all times with both internal and external customers including a positive, friendly and caring attitude
- Greets patients and visitors, determines the nature of their visit and provides accurate, appropriate information
- Assists patients and visitors with the check in process
- Performs clerical work that may require data entry, word processing, sorting or collating capability
- Answers the telephone, answers questions, and directs callers as appropriate
- Helps dissolve situations with irate patients on the phone or in the lobby, with good listening skills, and problem solving. Enlists the help of the Lead PCA or Clinic Management, when necessary
- Receives internal or external mail and distributes appropriately
- Provides information regarding particular exams and procedures including prep information.
- Prepares, processes, and maintains all confidential records on new and existing patients.
- Schedules patients for appropriate exams or modalities
- Maintains detailed knowledge of CPT and ICD-10 codes
- Performs necessary file room procedures including scanning, faxing, making CDs, downloading CDs, and completes requests from the HD/IL
- Verifies patient identity, retrieves and processes current patient insurance information and checks for exam authorization during check in and billing processes
- Collects and processes all payments received from patient exams, including co-pays, deductibles, private pays and past due accounts ensuring benchmarks for Time-of-service collections are met. Making patients aware of all payment options if unable to pay in full.
- Ensures all Cash Handling guidelines are followed.
- Demonstrates competency and proficiency in the Radiology Information System (RIS)
- Works with technologists to improve patient flow. This includes helping to monitor the flow of patients to each modality by communicating closely with the technical and nursing staff regarding any possible schedule issues that occur throughout the day.



- Assists the technologists with expediting patients to their exam areas when necessary (i.e. patient showed up late, schedule running behind, etc.)
- Keeps waiting room and restrooms clean and neat at all times. Restocking tissue, hand sanitizer, and cleaning glass doors/windows and all surfaces as needed.
- Responsible for reporting any IT related issues via help desk in a timely manner.
- Monitors comfort and safety of our patients, children, or guests in the waiting room.
- Responsible for the daily outcome that is generated from the patient satisfaction tool. Manages the quality of day-to-day front desk operations and ensures efficient patient flow. Assigns workstations and lunch breaks to staff as needed. Evaluates and ensures workflow and performance to maximize productivity and quality and minimize patient wait time. Ensures changes/updates to workflow are implemented. Informs management about significant personnel and operational issues. Resolves problems related to patients and referring physicians. Escalates to Clinical Site Manager as necessary.
- Trains new hires on admissions policies, procedures, and practices. Attends department meetings to discuss and evaluate best practices. Collaborates with management on training materials. Stays informed on current file room policies, procedures, and practices. Assists in developing File Room policies and procedures.
- Interviews incoming patients to obtain, verify and enter demographics and insurance information into the Radiology Imaging System (RIS). Advises patient regarding JR participation with their insurance carrier; explains pre-authorization and patient's financial responsibility. Accepts payment on accounts. Ensures compliance with HIPAA policies. Verifies accuracy of appointment information and reflects what is on the physician order. Verifies pre-authorizations.
- Schedules appointments in a friendly cooperative manner. Obtains demographic and insurance information, and requests pertinent clinical information to schedule exams. Explains office policy regarding insurance participation and required pre-authorization. Enters scheduling and registration information accurately into Medinformatics and checks patient eligibility. Stays informed and up-to-date on exam preparations, time provisions and insurance requirements. Requests lab work or order if necessary.
- Have the ability to answer multiple incoming phone lines in a polite, unhurried fashion, and responds to internal and external requests for images and/or reports.
- Actively works MedInformatics (MI) orders lists, or other RIS workflows as appropriate. Prepares media for patient/MD loan request. Digitizes film images. Coordinates and faxes film requests to offices. Assures that necessary prior images are prepared for patient exams.
- Performs other related duties as assigned
- Participates as a member of the practice team. Consistently demonstrates and promotes practice values.
- Ensures a professional attitude and appearance at all times. Consistently demonstrates flexibility and good judgment. Consults with co-workers and supervisor as necessary.
- Adheres to all practice policies and procedures, including Compliance, HIPAA, OSHA, licensing and accreditation guidelines. Reviews policy and procedure manuals on an annual basis.
- Assists in maintaining a clean, orderly waiting area.
- At certain facilities, may perform back-up medical records duties, as necessary.
- Maintains adequate level of office supplies and reorders as necessary. Ensures office equipment is operating properly and contacts appropriate party for equipment repair.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent customer service and interpersonal skills. Must demonstrate a pleasant, professional demeanor.
- Ability to communicate clearly and tactfully, verbally and in writing, and to motivate others.
- Must have excellent organizational skills and attention to detail.
- Must be able to work independently and in a team environment.



- Knowledge of medical reception tasks, clinic procedures, medical terminology and paperwork processing requirements.
- Knowledge of and experience in using office equipment including telephone, fax, computer and photocopier.
- Knowledge of and experience in using radiology-related computer systems (RIS/PACS).
- Knowledge of customer service concepts and techniques.
- Ability to communicate clearly in person and on the telephone.
- Ability to use interpersonal skills to effectively interact with physicians, other facility staff, patients and families when providing instructions or responding to questions or exchanging patient-related information.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral and written instructions. Ability to file correctly by alphabetic or numeric system.
- Ability to maintain confidentiality of patient record information.
- Strong customer service skills and the ability to keyboard proficiently

#### **REQUIRED QUALIFICATIONS**

- High School Diploma or equivalent.

#### **PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE**

- One year of experience in a healthcare or customer service environment may be required.

#### **Physical Activities**

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never       Occasionally       Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never       Occasionally       Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never       Occasionally       Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never       Occasionally       Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never       Occasionally       Constantly

Communicating with others to exchange information.

Never       Occasionally       Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never       Occasionally       Constantly

Operating machinery and/or power tools.

Never       Occasionally       Constantly

Operating motor vehicles or heavy equipment.

Never       Occasionally       Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never       Occasionally       Constantly

#### **Environmental Conditions**

**INTEGRITY | TEAMWORK | EXCELLENCE | SERVICE | ACCOUNTABILITY**

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Low temperatures.

Never       Occasionally       Constantly

High temperatures.

Never       Occasionally       Constantly

Outdoor elements such as precipitation and wind.

Never       Occasionally       Constantly

Noisy environments.

Never       Occasionally       Constantly

Hazardous conditions.

Never       Occasionally       Constantly

Poor ventilation.

Never       Occasionally       Constantly

Small and/or enclosed spaces.

Never       Occasionally       Constantly

No adverse environmental conditions expected.

Never       Occasionally       Constantly

### **Physical Demands**

Sedentary work that primarily involves sitting/standing.

Never       Occasionally       Constantly

Light work that includes moving objects up to 20 pounds.

Never       Occasionally       Constantly

Medium work that includes moving objects up to 50 pounds.

Never       Occasionally       Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never       Occasionally       Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

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Support Teammate's Signature

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Date