



Patient Services Representative

Department: Clinic

Reports to: Operations Manager

FLSA Status: Non-Exempt /Hourly

Revision Date: 8/6/2019

Summary:

The Patient Services Representative provides quality customer service to all North Idaho Eye Institute patients in the check in and check out process. Works closely with Ophthalmic Technicians and providers to ensure patient visits are processed in a timely manner. Implements policies and protocols for North Idaho Eye Institute.

Minimum qualifications:

- Minimum of two years of office experience required
- Medical office experience preferred

Knowledge, Skills, and Abilities Required:

- Must have strong organizational and communication skills (both verbal and written)
- Ability to multitask in a fast-paced environment and prioritize tasks based on importance
- Must have basic computer skills, including familiarity with Microsoft Office applications; i.e. Word, Excel, OneDrive, and Outlook
- Ability to work in an environment of strict confidentiality and maintain such an environment, both at work and in off-hours
- Self-motivated with the ability to work well as a team player
- Detail oriented

Duties and Responsibilities:

1. Checks in patients and updates demographics at each visit including insurances if applicable.
2. Rotates into the Call Center on multi-line phone system for clinic, takes accurate messages, and delivers promptly to Providers.
3. Schedules appointments as needed for new and established patients using electronic practice management system.
4. Makes reminder calls for all scheduled patients.
5. Reviews provider schedules and alerts Patient Supervisor Lead of any necessary changes or concerns.
6. Makes sure each patient chart accurately reflects the paperwork completed by the patient and/or guardian.
7. Verifies insurance for each visit and obtains prior authorization if needed.
8. Collects co-pays, co-insurance or private pay balances from each patient at each visit.
9. Ability to set up patient payment plan if patient is unable to pay balance at the time of service.
10. If patient cannot pay their co-pay, that patient is directed to the collections/billing staff.
11. Checks out Patients, collecting money for services rendered and scheduling follow ups as needed per provider discretion.

12. Creates and organizes charts.
13. Keeps track of No Shows. Follows No Show protocol.
14. Straightens waiting room area when needed throughout the day.
15. Makes sure each coffee station is stocked and coffee is made for patients throughout the day.
16. Assists Medical Records as needed.
17. Assists Patient Services Representative Lead and Clinic Manager as needed.
18. General office duties such as copying, faxing, scanning and handling mail.
19. Performs other duties that may be assigned.

Safety:

North Idaho Eye Institute enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions and providing feedback to supervisors and management on all safety issues.

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. Amount of time spent lifting or exerting force is about 50% for up to 10 pounds and less than one-third of the time up to 25 – 40 pounds. Rarely is there a need to lift more than 41 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

Work is typically performed in an interior clinical office setting. Workflow may be demanding and chaotic at times requiring the need for multitasking. Exposed to patient population that can present a variety of contagious diseases, physical injuries and emotional states of mind.

Acknowledgement:

I have received, read and understand my job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

Employee Name – Please Print