

JOB TITLE: Patient Services Representative-Bilingual

DEPARTMENT: Registration

NON-EXEMPT

REPORTS TO: Manager

JOB SUMMARY

The Patient Services Representative has the primary functions of providing information to patients and visitors regarding the philosophy, policies, procedures and services of the Health Center, identifying the needs of patients who present themselves at the first floor reception desk and provide direction according to the patients stated needs.

PRIMARY FUNCTIONS

1. Responsible for registering new patients and recertifying existing patients according to established procedures.
2. Input registration and recertification data into the electronic medical records eClinical Works (ecW).
3. Ensures accurate data is in eCW and check-in patients to the appropriate clinic for services.
4. Answer questions and provide information to patients and visitors.
5. Distribute Advance Directive information to all newly registered patients.
6. Disseminate information to all patients regarding Swope Health Patient Rights.
7. Completes all necessary forms, daily logs and other clerical duties as assigned.
8. Responsible for the delivery of quality performance and outstanding customer service.
9. Provide high quality service will remaining HIPAA compliant.
10. Demonstrate understanding of Medicaid, MC+, Medicare, private insurance and self-pay requirements that include specifics in specialty, i.e., pediatrics, adults, seniors and foster care.
11. Must comply with computer security guidelines.
12. Performs any other related duties as assigned.
13. Communicate and collect copays. Responsible for balance of daily money collected.
14. Must complete Patient Safety Training curriculum.

QUALIFICATIONS

1. Two years of college or high school diploma and three years or more experience in customer service, counseling or hospital admissions.
2. Outstanding customer service skills.
3. Ability to remain calm in problem or pressure situations.
4. Computer experience required.
5. Basic knowledge of etiquette and exhibit the ability to work with people.
6. Strong oral, written and interpersonal communication skills.
7. Must be fluent in English and Spanish.
8. Must be attentive to detail.

POSITIONS SUPERVISED

None.

JOB TITLE: Patient Services Representative SALARY RANGE: Grade 7
DEPARTMENT: Registration NON-EXEMPT
REPORTS TO: Patient Services Manager

REQUIREMENTS OF POSITION

Lifting	<input checked="" type="checkbox"/> 5-20 lbs.	<input type="checkbox"/> 20-40 lbs.	<input type="checkbox"/> 40-60 lbs.	<input type="checkbox"/> over 60 lbs.	
Pushing	<input checked="" type="checkbox"/> 5-20 lbs.	<input type="checkbox"/> 20-40 lbs.	<input type="checkbox"/> 40-60 lbs.	<input type="checkbox"/> over 60 lbs.	
Standing	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Walking	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Squatting	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Sitting	<input type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input checked="" type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Driving	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Bending	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Reaching	<input checked="" type="checkbox"/> 0-20%	<input type="checkbox"/> 20-40%	<input type="checkbox"/> 40-60%	<input type="checkbox"/> 60-80%	<input type="checkbox"/> 80-100%
Manual Dexterity	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input checked="" type="checkbox"/> High		
Other:	N/A				

Acknowledgment

The above statements are intended to describe the general nature and level of work being performed by associates in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of employees assigned to this job.

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the stated requirements, and will perform all duties and responsibilities delineated.

Associate Signature _____ Date _____