

Patient Service Representative

POSITION SUMMARY

Perform day-to-day functions of the clinic's front office including, appointment scheduling, patient registration, point-of-service payment collection, and other patient inquiry and problem resolution. Provide courteous and professional service to patients and assist other clinic staff as required. Create a welcoming environment for patients by exemplifying a patient-centered service demeanor.

PRIMARY ACCOUNTABILITIES

- Greets and checks in all patients and visitors.
- Schedules patient appointments
- Collects payment for services (i.e.) copays
- Answers phone calls
- Registers new patients
- Verifies patient data/insurance information in EHR and updates when needed
- Coordinates with nursing staff regarding daily scheduling concerns. Escalates to PSR Lead if needed.
- Monitors patient wait times and notifies patients of delays
- Acts as a liaison between patients and clinical staff to assure patient continuity of care
- Assists patients with questions and helps direct them to the proper clinic resource
- Adhere to all NOHN policies and procedures

Operational Excellence

- Uses professional skills to the best of their ability
- Provides a positive patient-centered experience for every patient
- Considers safety of patients and works to help provide a safe environment
- Maintains a current up-to-date knowledge of new policies and procedures
- Works to create an efficient, highly productive environment utilizing LEAN methodology

Relationship Management

- Works collaboratively with all staff, providers and leadership
- Engages others as part of a team-oriented philosophy

POSITION REQUIREMENTS

Education

- High School Graduate or GED Equivalent. Minimum experience required.
- Previous experience in customer service / medical service, a plus.

Experience and Key Skills

- Possess a professional, cheerful attitude and create a positive first impression
- Ability to communicate well with others through written and verbal interpersonal communication
- Ability to perform routine assignments independently
- Possess basic computer skill and knowledge
- Demonstrate attention to detail and organizational skill
- Ability to multi-task
- Uphold the mission, values, and principles of the organization
- Create and maintain a positive, team-based culture

Physical/Environmental

- Must be able to walk intermittently for 8 hours.
- Some standing, sitting, bending, occasional lifting.
- Use hands and fingers to continually manipulate a keyboard.
- Must be able to verbally communicate and hear.
- Viewing the computer for 8 hours.

This is a full time position. Compensation is dependent upon qualifications and experience.

We are an FQHC and are tasked with providing a quality health care experience for all members of the community.

We offer benefits including: 401(k) employer contributions; Life, Medical, Dental and Vision Insurance; HRA, FSA and DCAP; Short and Long Term Disability Insurance; paid holidays and earned Paid Time Off.

Submit Cover Letter and Resume to: resumes@nohn-pa.org