



**St. Gianna
Clinic**

Truly Excellent. Always Faithful.™

Position Overview:

The Patient Service Representative is responsible for performing a variety of tasks to support patients, physicians, nurses, and other health care workers within the clinic.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Welcomes patients and visitors to the medical office by greeting patients and visitors in person and on the telephone and answering inquiries or referring questions to other staff members.
- Schedules appointments for the physicians to optimize patient satisfaction, provider time and most effective use of exam and procedure rooms.
- Schedules follow up appointments/outscheduling
- Verifies patient demographics/information is correct, validated and accurate during the check-in/out process
- Endeavors to keep patients on schedule by reminding providers of service delays.
- Assists ill or distraught patients as necessary.
- Verifying patient insurance eligibility and covered benefits
- Collecting co-payments
 - Distributing and collecting necessary paperwork to patients prior to and/or during the visit
- Maintains reception area in a neat and orderly condition.
- Assists patients with insurance papers and billing questions.
- Checking out patients including collecting and processing payments
- Scanning insurance cards into EMR
- Entering information accurately into the EMR
- Directing telephone calls to the appropriate personnel.
 - Entering and maintaining accurate files and patient information, including filing and scanning
- Participates in the medical office emergency routine when required. Summons ambulance or EMS or assists other staff members as needed.
- Providing any other administrative support as needed to the facility and staff.

Required Skills/Abilities:

- Passionate about providing truly excellent always faithful healthcare
- Personality and demeanor to deal with the public and assist ill, older, or distraught patients.
- Basic office skills such as typing and filing.
 - Knowledge of a diverse assortment of software programs, applications, and systems, particularly scheduling programs and electronic medical record systems

- Strong planning and organizational skills, detail oriented and the ability to multi-task in a fast-paced environment
- Cooperative, approachable, caring and compassionate
- Maintaining patient confidentiality and abiding by all HIPAA and OSHA requirements

Education and Experience:

- High school graduate or equivalent required.
- Associate or Bachelor Degree preferred.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.