



Full-Time/Part Time - Patient Service Representative

40 Hours Per Week

Pay: \$15 – \$18 Per Hour

St. Gianna Clinic is located in De Pere, Wisconsin and serves the surrounding area. We focus on family practice, obstetrics and gynecology, women's health and infertility subspecialty.

The clinic follows a philosophy of Catholic health care, but welcomes people of all faiths and from all backgrounds. We are committed to our patients and our employees.

St. Gianna Clinic has received the prestigious Press Ganey "Guardian of Excellence Award" for 3 Consecutive Years!

Join our amazing team and work with a purpose.

EMPLOYEE PERKS:

- Competitive wages
- Satisfying work along with a highly professional and friendly work atmosphere
- A culture that upholds the value and respect of each individual

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 organization.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Answering in-bound phone calls in a professional and helpful manner
- Verifying patient insurance eligibility and covered benefits
- Greeting and checking-in patients and other visitors that come into the office
- Distributing and collecting necessary paperwork to patients prior to and/or during the visit



- Scheduling patients with appropriate medical staff and making confirmation calls prior to appointments
 - Entering and maintaining accurate files and patient information, including filing
 - Checking out patients including collecting and processing payments
 - Assisting with referring patients to other providers for services outside the facility's scope/specialty
 - Assisting in maintaining a neat and clean office
 - Receiving, sorting, and routing mail or other inter-office communication
 - Purchasing or re-ordering office and medical supplies to maintain appropriate stock levels.
 - Providing any other administrative support as needed to the facility and staff.
- Preferred Qualifications

- Previous experience as an administrative assistant, secretary, or office clerk - preferably having worked in a medical or health care facility (e.g., hospital, doctor's office, dental office, eye care center, etc.)
- Maintaining patient confidentiality and abiding by all HIPAA requirements

EDUCATION, SKILLS AND ABILITIES REQUIREMENT:

- High school diploma or equivalent
- Knowledge of a diverse assortment of software programs, applications, and systems, particularly scheduling

PROGRAMS AND ELECTRONIC MEDICAL RECORDKEEPING:

- Maintain confidentiality of all patient care information in accordance with HIPAA regulations
- Strong planning and organizational skills, detail oriented and the ability to multi-task in a fast-paced environment
- Cooperative, approachable, caring and compassionate



PREFERRED:

- Previous experience as an administrative assistant, secretary, or office clerk - preferably having worked in a medical or health care facility (e.g., hospital, doctor's office, dental office, eye care center, etc.)

These statements are intended to describe the general nature and level of work performed by employees assigned to this job classification. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. Responsibilities and activities may change at any time with or without notice.

Must be legally authorized to work in country of employment without sponsorship for employment visa status. St. Gianna is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

Please send resume to cjessel@stgiannaclinics.org