

# York County Community Action Corp.

## Nasson Health Care

### PATIENT SERVICES REPRESENTATIVE

#### Job Description

**REPORTS TO:** Nasson Health Care Operations Manager

**STATUS:** Nonexempt Full Time

**PAY GRADE:** 3

#### **PURPOSE:**

The patient services representative works collaboratively with a team of health professionals to support provision of comprehensive primary care utilizing the Patient-Centered Medical Home framework of care delivery.

#### **RESPONSIBILITIES:**

1. Performs a variety of administrative support duties related to patient registration, appointment scheduling, appointment check-in and check-out, the call center, patient accounts and medical information management.
2. When working in the call center, manage all incoming communication, including phone calls, voice mail, electronic messages through standard email and the patient portal system, faxed messages, and written letters. Address inquires directly or forwards them to the appropriate staff through call transfers or tasking through the electronic medical record system.
3. Carry out new patient registration by providing blank forms to potential patients, reviewing them for completion and accurately entering demographic and financial data into the practice management system.
4. Schedule and cancel appointments in the practice management system.
5. Carry out patient check-in and check-out according to established protocols.
6. Accept payments, prepare cash receipts, apply to correct chart and encounter, and post and process daily batches.
7. Assist with patient accounts management.
8. Upon request, provide patients with clear explanations of health center operations, including services offered, eligibility for sliding fee discounts, Patient Centered Medical Home standards and HIPAA privacy and security protection.
9. Adhere to the highest standards of confidentiality and customer service.
10. Collaborate with other practice team members to carry out structured quality improvement activities.
11. Follow all health center policies and procedures and engage in cooperative and respectful work relationships to ensure effective health center operations and patient outcomes.
12. Display a professional manner and image.
13. Performs other duties as assigned, or as necessary to fulfill the position.

#### **QUALIFICATIONS:**

1. High school diploma or GED
2. Minimum of three years' experience in a primary care medical practice.

3. Firm grasp of the concepts of evidence-based practice, team-based care, quality improvement and risk management.
4. Medical or dental assistant training preferred.
5. Strong written and verbal communication skills.
6. Strong computer skills with proficiency in Microsoft Word, Excel and Outlook, and one Meaningful Use-certified electronic medical record system. NextGen experience preferred.
7. Willingness to work some non-traditional hours, e.g. evenings and weekends, and coordinate time off with other program staff.
8. Ability to travel between YCCAC/Nasson' clinical sites.
9. An ability to perform effectively under pressure and to practice strong organizational skills when faced with multiple time-sensitive priorities.
10. A high level of personal and professional integrity and respect for the dignity of all patients and colleagues.
11. Excellent judgment, flexibility, good humor, and ability to follow directions.
12. The ability to be task oriented and patient focused; in possession of excellent phone and customer service skills
13. Must not have an active record with the System for Award Management (SAM).

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

**Responsibility for Safety and Health:**

1. Follow established standard and safety precautions in the performance of all duties.
2. Reports to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

**Physical Requirement:**

Physical Essential Functions of the position

Bending	O	Sitting	F	N (Not applicable)
Carrying	O	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	O	C (Constantly) all the time, over 6 hrs. per day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	F	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	O	12 lbs or less	O	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of PATIENT SERVICES REPRESENTATIVE and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or with-out notice. I further understand that should I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_