HARDIN COUNTY REGIONAL HEALTH CENTER

Lifespan Health Center
Job Posting

POSITION: Patient Services Rep. **REQUISITION:** #1234
LOCATION: Float

Posting Date: 11/22/22 **Expiration Date:** until filled
Department: Patient Services **Salary Range:** Dependent on Exp. & Ed.
Reports To: Patient Services Manager **Status:** Non-Exempt
Position Hours: Monday – Friday 8:00am – 5:00pm

POSITION SUMMARY: The Patient Services Representative works as part of the medical office team performing those clerical duties necessary to prepare patients for a visit, arrange for payment, and to make reappointments when necessary. Duties include telephone answering, making appointments, preparing medical charts, gathering third-party payment information, recording charges and collecting fees.

CORE DUTIES/RESPONSIBLITIES:

1. Greets patients and answers telephone in a courteous and professional manner, address questions and directs calls.
2. Ensures patient confidentiality and provides patients with needed information.
3. Schedules appointments, and maintains smooth patient flow throughout the clinic.
4. Establishes that each patient is advised of the Sliding Fee Scale and makes adjustments accordingly.
5. Collects and maintains patient registration and utilization data for reports and ensures that all information is up to date and accurate.
6. Performs other necessary duties as required by the health center to meet the goal of providing primary health care services.
7. Participates in activities of Patient Centered Medical Home directly or indirectly.

SPECIFIC DUTIES/RESPONSIBLITIES

1. Answers phones and directs calls to proper personnel.
2. Accurately classifies and schedules patient appointments.
3. Ensures accurate demographic information is entered in practice software.
4. Accurately enters charges for patient visits and collects fees for services as necessary.
5. Processes and prepares credit card transactions for reconciliation.
6. Posts charge batches within the practice software.
7. Prepares daily deposits in an accurate and timely fashion.
8. Retrieves and sends work and/or school excuses. Demonstrates awareness of age specific, cultural and spiritual practices of patients, staff and visitors.
9. Understands the functional status and physical needs of patients, staff, and visitors.

EDUCATION/EXPERIENCE:

1. High school diploma or equivalent.
2. Medical office experience preferred.
3. The ability to use current office machines, including word processors.

4. The ability to communicate effectively in person and on the telephone with other staff, the public, the patients and the medical staff.

TO APPLY:

Please submit a current resume to any of our Lifespan locations.

EQUAL OPPORTUNITY EMPLOYEER

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.