



<b>JOB DESCRIPTION:</b>	<b>Patient Service Representative</b>
<b>EMPLOYEE CLASSIFICATION:</b>	<b>Non-Exempt/Full-time</b>
<b>REPORTS TO:</b>	<b>Clinic Site Manager</b>
<b>SUPERVISES:</b>	<b>No Supervisory Duties</b>

**Position Summary:** The patient service representative is a member of a health care team, which includes, a provider, a behavioral health consultant, a licensed practice nurse (LPN), a medical assistant (MA), a care coordinator, and a patient service representative (PSR) that have been assigned a panel of patients. Schedules and registers patients in a pleasant, professional, and timely manner, being sensitive to guest services. Conducts patient/guarantor interviews, explains policies, financial responsibilities, and patient bill of rights. Handles all routine patients inquire related to the registration process. Ensures all necessary demographic and financial data is obtained, and accurately documented into EHR system. Identifies appropriate payor source for routing of revenue generated during the patient stay. Ensure that any pre-certification and/or authorization are obtained to meet individual payor payment authorization protocols.

**Responsibilities and Essential Functions:**

- Organize and direct front desk activities.
- Check-in and check-out using complete, accurate procedures.
- Obtain co-pays and partial and full payments from patients and properly post to the individual patient's account with appropriate discount applied.
- Accurate data entry of all patient information including sliding-fee scale calculation (documented and assigned and insurance information scanned into computer).
- Distribute and collect patient information and demographic documents based on established protocol.
- Correctly update patient information module when patients provide updated or different demographic information.
- Effectively explain to patients the necessary documentation for family income verification for sliding-fee scale (according to federal regulations).
- Schedule appointments following the written scheduling protocol guidelines.
- Answer and route all phone calls and voice mail messages to correct department and/or person as outlined in scheduling protocol guidelines.
- Accurately balance the cash drawer at end of day if applicable.
- Complete end of day activities including: running daily computer reports and turning on answering machine
- Maintain waiting room in a tidy and organized fashion including keeping waiting room orderly (magazines up-to-date, pamphlets stocked and straightened, kids area organized and vacuuming if necessary).
- Manage waiting room to insure all patients have been processed in a timely fashion.
- Data Entry into the Electronic Medical Records & Electronic Dental records.
- Process returned mail by updating PM system with correct address, phone number, etc.
- Verify Insurance status for each patient daily
- Assure patient confidentiality and adherence to HIPAA, HITECH, and OMNIBUS rulings
- Assist with Medical Records as requested.
- Performs at established quantitative and qualitative work standards to meet departmental goals and objectives.
- Presents a courteous and helpful demeanor, to all patients, visitors, and other staff members or any other

- person an employee encounters while representing Katy Trail Community Health
- Promotes quality improvement, staff and patient safety, and culturally diversity through department operations and by personal performance.
  - Attend appropriate training for position as required.
  - Maintain above average attendance record
  - Complete special projects as assigned
  - Other duties as assigned.
  - Call all canceled appointments
  - Schedule interpretation
  - Help with school based services- scheduling, insurance, scanning packets, missed appointments

**Minimum Qualifications:**

- High school diploma or GED.
- Effective interpersonal and communication skills.
- Ability to exercise good judgement in evaluating situations and making decisions
- Excellent Customer Service Skills with patients and coworkers, including but not limited to, exercising empathy exercising active listening skills, and meeting special needs in a timely manner.
- Experience with office equipment including computers, copier, fax, telephone systems, etc.
- Ability to have flexibility with hours (up to two evening per week and 2 Saturdays per month) to cover front desk activities and at least 40 hours per week during KTCH hours of operation.
- Ability to exercise good judgment in evaluating situations and making decisions
- Must have reliable transportation
- Ability to use and learn appropriate medical software programs.
- Must be able to see, hear, read, write, kneel, stand, sit and lift 25 lbs.
- Must be able to handle stressful situations.
- Bilingual preferred.
- Ability and means to travel on a flexible schedule as needed, proof of liability and property damage insurance on vehicle used is required.

**OSHA Bloodborne Pathogen Exposure:**

Category II

**JOB CLASS**

**The Center** reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

I have read and understand the job description.

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Employee Signature

Katy Trail Community Health

Created: 06.04.07

Revised: 08.03.07, 08.13, 12.13, 2.16,12.18, 11.19

Approved: \_\_\_\_\_  
Supervisor Signature Date

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#### EMPLOYEE ACKNOWLEDGEMENT

I understand that in the course of my employment with Katy Trail Community Health, Inc., I may have access to or become aware of confidential medical/wage/disciplinary and/or personal information concerning patients, families, and/or co-workers at the sites operated by Katy Trail Community Health. I understand that this information has been obtained and recorded for the purpose of the patient's medical treatment and/or personnel documentation, etc. I agree that I will use this information only for the purpose of my job responsibilities and that under no circumstances will I disclose any information about any patient or co-worker to any unauthorized person.

I also understand that any violation of this policy may be grounds for termination of my employment with Katy Trail Community Health.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date