

Eastport Health Care, Inc.  
PO Box H/30 Boynton St.  
Eastport, Maine 04631  
(207) 853-6001

## **JOB DESCRIPTION**

**Title:** Patient Service Representative

**Position Category:** Hourly/Non-exempt

**Supervisor:** Patient Services Supervisor

**Position Description:** Answer switchboard calls and check patients/clientele in/out of the facility. Making appointments, receiving payments, responding to request for information, updating patient information, taking information for prescriptions, floating and filling rolls as defined and needed by the Patient Services Supervisor, are some of the general functions required of the person in this position.

*All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.*

### **Duties/Responsibilities:**

1. Answer and manage all calls that come into the switchboard assist the caller or place as directed.
2. Liaison between patients and clinical staff, and inform patients of possible delays.
3. Check in and register all patients for EHC by greeting them in a professional and courteous manner.
4. Verify, input and update all patient insurance and demographics information accurately at every patient visit. Collect a copy of, or scan insurance cards into electronic system.
5. Maintain confidentiality at all times per HIPAA laws.
6. Receive and convey messages accurately in writing, verbally, and electronically.
7. Inform patients of cost of care, including co-pays, sliding fee scale and self-pay accounts. Collect payment from patient at time of visit and record each transaction into the system. Work with the Billing Office to enhance the revenue cycle.
8. Assist patients as needed for help to complete appropriate forms accurately, get a wheelchair, or just someone to lean on for stability.
9. Schedule and reschedule all appointments in person, over the phone, and by request of the provider. Manage /update schedules regularly including patients on the **"wait list"**, for providers and staff in effort to keep providers schedules filled. Blocking out schedules for vacations, holidays, and time off. Notify all patients by phone or letter of reschedule appointment dates.
10. Triage calls from pharmacies, other providers, patients.
11. Maintain patient medical charts either paper or electronic. Learn and adhere to guidelines regarding documenting in patient charts.
12. Prepare charts for day which may include medication and problem lists, lab work results, and/or other test results the provider may need. Anticipate what the provider may need and make sure it is available.

13. Maintain medication list in patient chart as changes are made.
14. Give out samples to patients as directed by provider and maintain sample log.
15. Greet pharmaceutical reps and let provider know they are here. Take any samples they have and store in sample closet.
16. Take information regarding medication refills for non-controlled substances, enter into the HER, and send to pharmacy as a provider delegate.
17. Fax documents to Athena and process documents into patient chart.
18. Sort and open mail. Maintain supply of stamps.
19. Maintain clean original forms in files and make copies as appropriate.
20. Obtain signatures from patients when they pick up prescriptions for Schedule II drugs, fax to Athena and process, and give copy to office manager.
21. Maintain cleanliness of business office, waiting room and as necessary or requested by provider assist in maintaining general cleanliness of other parts of the clinic.
22. Work as a team player (by treating everyone with the same respect) while having the ability to multi-task with all co-workers.
23. Attend and participate in professional development required meetings.
24. Perform other duties asked by all persons in a supervisor position in a continuously changing medical practice.
  - Fill in as a screener as needed
  - Train and fill in, in the business office
25. At the end of the day; TOS/Reconcile and verify all collected funds. Review the medical schedules to make changes if needed, complete all unfinished task that must be done that day. Empty recycle bins, lock windows, doors and drawers, turn off PCs, TV, lights and machines and make sure all patients are out of the building before you leave.

**Minimum Entrance Requirements for Reception:**

- High school Diploma
- Computer experience
- Ability to multi-task
- Ability to work with other employees, patients, and the general public in a professional manner.
- Prior experience in the health field desired but not essential.
- Physical requirements include keyboard operation, answering phones and sitting for extended periods of time. Ability to lift 25 lbs. Visual acuity for extended periods of monitor operation.

**ESSENTIAL FUNCTIONS:**

**COMPREHENSION:** Understands and applies non-routine verbal and/or written instructions.

**ORGANIZATION:** Organize and prioritize individual work schedule to manage multiple task and/or projects

**DECISION MAKING:** Makes decisions that have an impact on the immediate work unit's operation and/or services.

**COMMUNICATION:** Communicates and explains a variety of information

**PHYSICAL REQUIREMENTS:** keyboard operation and sitting for extended periods of time. Ability to lift 25 lbs.; Walking/Standing/Bending/Kneeling/Squatting; Visual acuity for extended periods of monitor operation. Ability to use interfaced communication devices (Electronic Medical Record, telephone, internet, etc.)

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date