

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

JOB DESCRIPTION

Title: Eastport - Patient Service Representative

Position Category: Hourly/Non-exempt

Supervisor: Operations Manager

Position Description: Manage and direct phone calls, check patients in and out, schedule appointments and manage provider's schedules.

All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend training 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:

- Open reception and waiting rooms by 6:45 am each day. This includes unlocking doors, and windows. Turning on lights in the waiting room. Count the cash box, turn on computers, and set up paperwork needed for the day for all departments. Start taking calls at 6:45 and schedule acute visits.
- Answer and manage all calls that come into the switchboard, assist the caller or forward the call appropriately.
- Develop proficient skills within the EMR and supporting programs. Utilize each program as intended by the organization. Offer support to patients who need additional help maneuvering electronic devices such as the iPad.
- Liaison between patients and clinical staff and inform patients of possible delays.
- Check in and register all patients for EHC by greeting them in a professional and courteous manner.
- Review the following days schedule, determine who is due for annual paperwork and print it for the following day. Review the CCM patient list and determine who is due for annual paperwork that month, either mail it to the patient with a return envelope or have it ready for that patient if they are scheduled for an in-person appointment with their provider.
- Monitor patients in the waiting room, remind patients to check-in upon arrival.
- Verify, input and update all patient insurance information accurately at every patient visit. Collect a copy of or scan insurance cards into electronic system. Update demographic information and ensure annual paperwork is completed by the patient.
- Always maintain confidentiality per HIPAA laws.
- Receive and convey messages accurately in writing, verbally, and electronically.
- Inform patients of the cost of care, including co-pays, sliding fee scale and self-pay accounts. Collect payment from patients at time of visit and record each transaction into the system. Work with the Billing Office to enhance the revenue cycle.
- Assist patients as needed for help to complete appropriate forms accurately, get a wheelchair, or just someone to lean on for stability, escort patients as needed.

- Be familiar with the Slide Scale Application, offer it to those who are uninsured or under-insured and recognize who those patients are
- 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 provider’s schedules filled. Blocking out schedules for vacations, holidays, and time off. Notify all patients by phone or letter (if unable to contact patients by phone) of rescheduling appointment dates.
- Work as a team player (by treating everyone with the same respect) while having the ability to work professionally with all co-workers.
- Train new front desk personnel while having a courteous and professional manner and answering all questions brought to your attention. Support the organization by supporting coworkers and other departments.
- Attend and participate in required professional development meetings.
- Keep the reception area organized throughout the day to help make the day run as smoothly as possible.
- Maintain the waiting area. Remove outdated information on the community board, organize reading material throughout the day and be aware of who is in your waiting room at all times.
- During down time, do any task that was unable to be completed during the work week. (Make copies of documents used at reception area; input updated information into the computer; make calls to patients for reschedules; maintain/update the Front Desk Manual etc.)
- Perform other duties asked by all persons in a supervisor position in a continuously changing medical practice.
- 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 tasks 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.
- Order supplies for reception area.

Minimum Entrance Requirements for Reception:

- High school Diploma
- Computer experience
- Ability to multi-task
- Ability to work with other employees, patients, and the public in a professional manner.
- Prior experience in the health field is desired but not essential.
- Physical requirements include keyboard operation, answering phones, escorting patients throughout the building, sitting for extended periods of time, ability to lift 25 lbs as well as transitioning from sitting to standing position many times throughout the day. 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 tasks 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.)