



JOB DESCRIPTION

Position Title: Patient Service Associate
Department: Front Office
Supervisor:
Supervisor's Title: Patient Service Manager

JOB SUMMARY:

The Patient Service Associate acts as the central point of communication between doctors, patients, clinical team members and other staff. The main responsibility is to provide superior level reception services to the doctors, patients and staff in a caring and supportive manner. Operational duties include scheduling patients, handling inquires, proper chart documentation, filing and distributing documents all in an efficient, prompt manner and according to policy.

MINIMUM JOB REQUIREMENTS

Education and Experience:

1. High school graduate or equivalent, with one to two years experience in the medical field, office environment and/or customer-service industry. Sales background a plus. Previous knowledge of patient billing procedures highly desired.

Essential Skills and Abilities:

1. Must exhibit a caring and outgoing personality in alignment with practice mission statement
2. Ability to interact effectively and in a supportive manner with all patients.
3. Superb phone skills and use of phone etiquette
4. Excellent communication skills
5. Strong organizational and time management skills
6. Ability to complete tasks accurately and efficiently in a high-stress environment
7. Must work well with all levels of employees
8. Microsoft Word and Microsoft Excel experience a plus
9. Bilingual English/Spanish a plus
10. Understanding of EHR/PM software within 90 days of continuous employment



Key Duties and Responsibilities:

1. **Customer Service-** Must address the concerns and needs of patients at all times, seek ways to offer **extraordinary** customer service, respect patients rights by complying with HIPAA and other patient privacy policies, be responsible for the general surveillance of the reception area to ensure customer satisfaction is always achieved.
2. **Patient Check-in-** Greet all visitors and patients upon arrival. Responsible for verifying and/or inputting the correct patient information in the patient chart and in Compulink at time of check-in. This includes current health information, patient demographics, referring source / doctor information if required, insurance company information which may include workman's compensation, Medicare, and Medicaid information. Document patient's preferred name and correct pronunciation if necessary.
3. **Patient Check-Out-** Correctly collect and record payments for all patients, assure proper co-payments and deductibles are collected, assure all required down payments for either glasses or contacts are collected, must ask all patients for payment of outstanding balances if applicable, assure superbills are complete and accurate, must enter recall information. Any information that needs to be corrected in billing software and/or patient electronic chart must be completed before the patient leaves.
4. **Telephone-** Answer phone calls promptly and according to guidelines (number of rings) set by the front desk supervisor. Must use approved phone greeting, must always use a polite tone, proper phone etiquette and must check and respond to front office voicemail continually throughout the day.
5. **Telephone Triage-** Must fill out triage phone sheet completely and follow current procedure when analyzing patient triage information. Must have strong ability to accurately diagnose patient information.
6. **Scheduling-** Must be able to schedule triage-phone patients accurately. Must schedule and input appointments in EHR/PM system according to specific criteria set by physicians and according to current policy.
7. **Patient Charts-** Patient charts must be filed correctly, have all required documents, paperwork must be assembled in the proper order, filled out correctly with all required patient information, which includes current health information, patient demographics, referring source / doctor information, insurance company information which may include workman's compensation, Medicare, and Medicaid information, patient's preferred name and correct pronunciation if necessary.
8. **General Office Duties-** Order front office supplies when requested using a cost effective approach, be able to perform opening and closing procedures, give appropriate fee information to patients and be familiar with current fee schedule.
9. **Communications-** Must attend and participate in all required meetings, in-services and trainings assigned by front desk supervisor. Will be responsible for taking meeting minutes when requested by front desk supervisor

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____



10. **Personal Development-** Encouraged to attend seminars and continuing education courses pertaining to areas of specialty.
11. **Extra Duties-** Assist in related duties as assigned.

Employee Signature: _____
Manager Signature: _____

Date: _____
Date: _____