

Open Door Health Services Job Description

Title: Lead Patient Care Representative
Department: Operations
Reporting Relationship: Guest Relations Manager
Authority: None
Classification: Non-exempt – Full Time

General Summary of Duties: This position will provide support for all site supervisors in leading and coordinating daily operations of the front office at all medical clinics, ensuring maximum collection of payments, optimal patient flow to back office and training.

Typical Physical Demands: May require sitting or standing for long periods of time. Occasional bending, stretching or lifting. Requires the ability to work under stress conditions for various periods of time. Ability to hear normal range of voice. Computer use for data entry.

Typical Working Environment: Work is performed in a normal office environment. May require driving in the community. May involve occasional need to work evenings or weekends. Occasional exposure to communicable disease and other conditions in a clinic setting. Tasks of employment do not involve contact with blood or body substances.

Privacy Category: Functions in the Medical Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

Specific Duties/Responsibilities:

- Oversee the work schedule, assignments and daily front office operations for Madison St, Madison Urgent Care and assist the site supervisors when needed at Southway Urgent Care and Gateway health center.
- Create the Monthly PCR schedules for Madison St and Madison Urgent Care (future could include SUC and Gateway).
- Create and keep current training manuals for all duties required by the PCR's.
- Monitor the patient flow from the front office to the exam room and makes sure that patients are seen timely.
- Run Data reports out of CPS on patients visits- Patient wait time and entire visit time
- Oversee PCR's are responding to the patients in a friendly, professional, and expedient manner.
- Oversee the voter registration forms
- Oversee the advocacy petitions and website
- Communicate all staff issues to the site supervisor in a timely manner.
- Oversee the completion of required forms and paperwork, and makes sure that staff are completing properly.
- Participate in the interview process for new front office staff.
- Train new front office staff – including Madison Clinic, Madison Urgent Care, Gateway Health Center, Southway Urgent Care

- Work with the site supervisor in evaluating front office staff.
- Assist the site supervisor in collecting and approving time cards and leave requests.
- Orders forms a supplies for front office – Madison and Madison Urgent Care
- Responsible for seeing that the building is secured in the evening and properly locked.
- Fills in and performs duties listed on the patient account representative job description..
- Complies with all agency policies and procedures concerning corporate compliance including privacy of protected health information.
- Performs other duties as required.

Performance Requirements (Knowledge, Skills, and Abilities):

- Ability to demonstrate professionalism and superior customer service with patients, co-workers, and administration.
- Skill in exercising initiative, judgment, discretion and decision-making to achieve organizational objectives.
- Able to communicate with the site supervisor in the delegation of responsibilities.
- MicroSoft proficient and able to learn other computer software programs and train others.

Special Requirements:

- Knowledge of various software programs including Outlook and CPS 95.
- Ability to delegate and communicate specifics to inspire motivation and optimal job performance.
- Skill in exercising a high degree of judgment and decision-making to achieve departmental objectives.

Education: High School diploma or GED equivalency

Experience: Experience in leading a team. Previous experience working in a medical office setting required.

The above job description has been explained to me and I understand the contents and responsibilities. I have received a copy of this job description.

Signature_____Date_____

