

Open Door Health Services Job Description

Title: Patient Care Representative
Department: Operations
Reporting Relationship: Guest Relations & Marketing Manager
Authority: None
Classification: Non-Exempt – full time

General Summary of Duties: Greets patient/guests and oversees the flow of patient traffic in the waiting room areas. Must work closely with staff members to ensure that the flow and accuracy of information meets their needs.

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

Typical Working Environment: Will work evenings and/or weekends. Occasional exposure to communicable disease and other conditions in a clinic setting. Tasks of employment normally do not involve contact with blood or body substance

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

Specific Duties/Responsibilities:

- Provides exceptional customer services to all patients and visitors.
- Monitor waiting room traffic and maintenance.
- Main person to insure waiting room area and front door is secured at the end of the day.
- Distribute and collect the new patient packet forms.
- Maintains a sign in log through HealthPro and other methods.
- Notify medical assistants of distribution of patient prescriptions.
- Copy patient documents for assistance programs and forward to appropriate staff.
- Take telephone messages and serve as the operator and scheduler for health center as needed.
- Backup and assist cashier when assigned.
- Comply with all agency policies and procedures concerning corporate compliance including privacy of protected health information.
- Performs all other duties required.

Performance Requirements (Knowledge, Skills, and Abilities):

- Understanding and implementation of exceptional customer service skills.
- Able to work with a high degree of precision paying attention to detail to achieve the high level of accuracy required.
- Good planning and organization skills.
- Able to multi-task.

- Good problem solving skills.
- Good communication skills and ability to work closely with others and in teams.
- Can work under pressure and meet deadlines.
- Able to work unsupervised.
- Great telephone and computer skills.
- Good grooming and presentation.
- Tact and discretion.
- Able to maintain patient confidentiality.
- Able to react calmly and effectively in emergency situations.
- Willing to continually update skills and knowledge regarding healthcare procedures.

Education: High School diploma or GED equivalency preferred.

Experience: Experience in a health care setting and/or in an office preferred. Previous experience as a Receptionist and/or Check-out preferred.

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: _____

Created: 11/03/2011