

## **Open Door Health Services Job Description**

**Title:** Patient Service Representative - Bilingual  
**Department:** Finance  
**Reporting Relationship:** PSR Supervisor  
**Authority:** None  
**Classification:** Non-Exempt – full time

**General Summary of Duties:** Greets patients/guests and oversees the flow of patient traffic in the waiting room areas. Must work closely with all departments to ensure flow and accuracy of information meets their needs. This position will provide accurate and effective interpretation of procedures and other interactions for non-English speaking patients, their families and staff (in person or on the telephone).

**Typical Physical Demands:** Requires sitting and standing 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 when necessary. 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 Administrative Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

### **Specific Duties/Responsibilities:**

- Greet all patients and visitors and respond to patients in a friendly, professional and expedient manner.
- Provides translation for non-English speaking patients, their families, and staff.
- Make reminder calls to patients and complete any pre-registration tasks.
- Contact “no show” appointments to reschedule.
- Obtain pre-authorization for procedures for patients.
- Accurately perform complete registration of patient clinical, financial and demographic information into Athena.
- Responsible for the verification of insurance eligibility.
- Notify Outreach and Enrollment staff of uninsured patients
- Collect payments from patients for charges and co-payments at time of service.
- Reconcile monies collected to the Manage Time of Service Money report at the end of day.
- Distribute and collect the new patient packet forms.
- Maintains a sign-in log of vendors, students and volunteers
- Copy patient documents for assistance programs and forward to appropriate staff.
- Monitor the patient flow from lobby to the exam room, making sure patients are seen in a timely manner.

- Communicate all staff issues to management in a timely manner.
- Responsible for seeing that the building is secured in the evening.
- Comply with regulations, standards, and directives from Open Door Health services, regulatory agencies and third party payers.
- Performs all other duties as required.

**Performance Requirements (Knowledge, Skills, and Abilities):**

- 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.
- 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.

**Special Requirements:**

- Must be bilingual

**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: \_\_\_\_\_

Reviewed: 04/04/2017