



Posting Date: January 31, 2019

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**PATIENT SERVICE REPRESENTATIVE**

**FULL-TIME**

**PROVINCETOWN**

### **Summary/Objective**

At Outer Cape Health Services, it is our very basic belief that it is people who have made Outer Cape Health Services' growth and success possible and that we have been fortunate in employing people who take pride in the services we provide. Our goal at OCHS is to employ those who (1) always meet or exceed OCHS' standards; and (2) care enough to ensure that whatever they do, they do well.

Under the direction of the Site Director, the Patient Service Representative ensures smooth patient flow through the following:

### **Essential Functions**

- Make phone calls and answer phones in a professional manner
- Receive, register and direct patients and visitors
- Utilize form letters to patients
- Maintain provider schedules
- Schedule and Reschedule Patient Appointments
- Scan Medical Record Documents
- Open Mail and Distribution
- Insurance eligibility and verification; update Providers; utilize insurance web site and search engines.

### **Additional Duties**

- Ensure patient demographic and billing information is accurate
- Report monies taken daily and report to Billing Department
- Flexibility with sites and scheduling needs; possible weekend shifts during busy seasonal hours
- Monitoring Patient Portal communication with patients
- Collect Co-pays and account balances

### **Core Competencies/Core Clinical Competencies**

- Excellent verbal, written communication and customer service skills
- Knowledge of and experience with electronic medical records

- Basic computer experience and knowledge of Microsoft office products a must
- Medical terminology preferable

### **Required Qualifications, Education, and Experience**

- Requires high school diploma or associates degree preferred. Minimum of two years of relevant experience

### **Physical and Mental Job Requirements**

- Use of and/or subject to:
  - Computers/monitors
- Physical requirements:
  - Occasional walking
  - Constant handwriting and typing
  - Constant hearing
  - Frequent speaking
- Mental requirements:
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Organize actions to complete sequential and/or routine tasks
  - Communicate and exchange routine/basic information
  - Communicate and explain a variety of information
  - Interacting with others

### **Work Environment**

- The functions of this role are conducted in an office environment/clinical environment/lab environment.

### **Hours of Work**

- This role is paid on an hourly basis.

### **AAP/EEO Statement**

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

*To be eligible to apply for a posted job, employees must have performed competently for at least six (6) months in their current position. Employees who have received a written warning in the past twelve (12) months, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.*

*If you wish to apply for the position described above, please fax an Employee Transfer Request form and your resume to Human Resources at 508-905-2838. The transfer form must be signed by your current supervisor. A Transfer Form is available on the "S" drive of your computer under "HR-Information for Everyone".*

**WE RECOGNIZE THAT THE DIVERSITY, TALENT, INNOVATION AND COMMITMENT OF ALL OF OUR EMPLOYEES CONTRIBUTE TO OUR STRENGTH AND ARE MAJOR COMPONENTS OF OUR SUCCESS.**