



Posting Date: August 26, 2019

LEAD PATIENT SERVICE REPRESENTATIVE

FULL-TIME

PROVINCETOWN

SUMMARY/OBJECTIVE

The Lead Patient Service Representative (PSR), in conjunction with the Health Center Director: oversees the smooth daily operations of the front desk and PSR staff; makes sure that each patient encounter is accurate, professional, and patient-friendly; ensures that staff maintain smooth operations of the telephone switchboard, as well as the processes of receiving, registering and directing patients and visitors, scheduling appointments and performing related clerical and data entry work; may perform any and all of the above as needed.

ESSENTIAL FUNCTIONS

- Maintains Patient Confidentiality at all times and ensures that staff do the same. Ensures that all staff follows HIPAA guidelines.
- As the working lead person at the front desk, serves as a role model to staff for patient/customer service and organization of daily work routine. Oversees patient reception, registration, and appointment scheduling.
- Collaborates with PSR staff in the Health Center and develops their customer service skills. Participates in staff training, assigns, and oversees daily work. Develops and distributes weekly work assignments and schedules.
- Ensures that the front desk staff work well with patients to accurately to complete the Patient Registration form, to obtain appropriate insurance cards and to inform the patient when a referral is needed.
- If a patient has no insurance, refers the patient to the Healthcare Access Specialists and may assist in educating patients about their financial responsibilities.
- Cooperates with the charge entry staff in ensuring that all staff understand current insurance eligibility verifications. Makes certain that correct insurance standards are applied to each encounter.
- Ensures that all encounters are complete and accurate for billing. Works with charge entry staff to resolve inaccurate encounters.
- Ensures all co-pays are received at time of visit.
- Prepares deposit and takes them to the bank.
- Collaborates with Medical Records staff to confirm that each visit has a corresponding chart available.
- Ensures that medical records are available 24 hours in advance of the patient appointment. Works well with Medical Records staff to ensure that all patients who are scheduled for complete physicals receive an adult history form prior to their appointment and that the form is available to the provider at the time of the visit
- If patients have difficulty during their visit or complaints about the visit, reaches out to the patient to resolve any issues. Completes an Event Report and follows it up with the Health Center Director if needed.

- Works closely with the Charge Nurse and Health Center Director to maintain a clinical appointment schedule, which supports quality patient care and maximum productivity of clinical staff. Continuously monitors physician schedules for utilization and makes sure that staff are aware of available appointments.
- Works with the Charge Nurse to review schedules on a weekly basis to anticipate any problems. Should conflicts arise, informs the Charge Nurse and/or Health Center Director.
- Participates in quality improvement audits for Front Office staff, ensuring compliance with quality improvement standards and attends Performance Improvement Committee meetings as requested.
- Regularly monitors work area and environment. May conduct safety rounds. Identifies and rectifies unsafe working conditions or hazards. May provide additional training to staff regarding the work environment as needed.

ADDITIONAL DUTIES

- Other related duties as assigned.

REQUIRED QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Duties require a thorough understanding of day-to-day operations of the front desk. Must have strong leadership skills, excellent interpersonal skills, as well as excellent organizational skills and attention to detail to ensure accuracy in all patient and staff matters. Good oral and written communication skills are required.
- Work requires 3 to 5 years experience, preferably in a health care setting, as well as a minimum of one year of experience in a lead role.
- Must have the ability to deal with the public in stressful situations and work positively with a wide variety of staff.
- Must be able to complete tasks accurately and focus on many responsibilities in a busy primary care clinical environment.
- Must have the ability to sit or stand for long periods of time, as well as the physical agility to get up and down frequently to search for charts, and work on a computer.

WORK ENVIRONMENT

Normal business office environment

HOURS OF WORK

This position is full time.

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.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***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.**

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.