

# STEAMBOAT MEDICAL GROUP

## PRIMARY JOB DESCRIPTION

**Job Title:** Front Office Associate- Patient Services Representative

**Department:** Front Office

**Reports To:** Practice Administrator

Employees are held accountable for all duties of this job; however, this job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All criteria-based duties and standards within this document will be performed according to established policies, procedures and guidelines within the department and organization.

### **General Summary:**

This position is responsible for all activities of the front desk area. The incumbent is accountable for greeting patients pleasantly and answering the telephone promptly, ensuring patient and referring physician satisfaction.

### **Essential Job Responsibilities:**

- Greet and register patients pleasantly and professionally. Ensure that the patient feels welcomed and their needs important to the practice. Listen intently and respond adequately to patient requests. Represent the practice in a mature, calm, confident, and professional manner.
- Update patient demographics and insurance so that all information is current and accurate. Obtain necessary information.
- Answer phone calls promptly and screen incoming calls and patient inquiries, relaying accurate information to the patient and provider so that calls are handled in an efficient and timely manner. Transfer calls appropriately so that the caller's needs are met. Announce calls that are being transferred with appropriate detail, so the person you are transferring to can be prepared to handle the call.
- Monitor the patient schedule and other office functions to ensure that patients are being seen in a timely manner. Act as the hub of the wheel for office and patient flow. The front desk area is the central area for all office information.
- Schedule appointments appropriately, assessing the patient's symptoms, so that services are received in a timely manner. Communicate with nurses/providers when a patient needs an appointment sooner than the scheduled availability.
- Check out patients as they complete their visit, schedule follow up visits, collect copies of paperwork needed for the patient's chart, and updating the schedule in the computer.
- Follow-up on missed or canceled appointments as necessary, with the appropriate documentation and changes in the computer.
- File patient charts and reports daily so that they are readily accessible for the following day. Verify insurance eligibility and applicable co-pays.
- Obtain Prior Authorization of specialized services ordered in a timely manner.
- Collect appropriate payments at the time of service. Verify and collect outstanding balances.
- Count cash bag/drawer on a daily basis and notify supervisor of any undocumented missing cash or overage.

- Scan patient documents into EHR with appropriate titles and recording as a Health Maintenance report when applicable.
- Observe the reception area to ensure that it is comfortable and neat.
- Process and distribute faxes/mail.
- Open and distribute incoming inventory, update order sheet when inventory is low.
- Perform other duties as may be needed to ensure patient satisfaction and the efficiency of the office.
- Responsible for the use and disclosure of any and all Protected Health Information necessary to provide quality of care to patients and/or to administratively support the Practice, according to the Policies and Procedures of the Privacy section of the Compliance Manual.
- Assist with other areas of the office as needed.

**Education:**

High school diploma or equivalent

**Performance Requirements:**

*Knowledge:* Knowledge of medical terminology, PCP visit types

*Skills:* Ability to operate a PC

*Abilities:* Excellent customer service and telephone skills. Availability to work evenings and weekends

*Essential Mental Abilities:* Strong organizational skills and the ability to exercise sound judgement. Ability to work and multitask in a busy, fast paced environment.

**Work Environment:** Combination of medical office and exam rooms. Exposure to communicable diseases, biohazards, and other conditions common in clinic settings.

**Mental/Physical Requirements:** Manual and finger dexterity and hand-eye coordination. Extensive periods of sitting, telephone work, and data entry. Critical thinking skills, some variety of walking, standing, sitting, bending, twisting, and reaching. Occasional need to lift/carry/move up to 50 pounds of equipment.