

Candidates should have experience working in a high-volume medical environment and extensive customer service experience is a must! As a Patient Service Representative, you're responsible for honoring company values by providing excellent delivery of patient care through timely processing of patients in a professional manner, consistent with our values.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Hands-on engagement in understanding and applying Lean
- Maintains an unrelenting focus on improvement and providing customer value
- Makes learning and practicing of Lean principals a daily priority.
- Act as a representative of the company as the first point of contact by greeting patients and visitors in a warm and welcome manner; provides exemplary customer service by treating patients, coworkers, and visitors with courtesy and respect.
- Process patients by collecting information, verifying accuracy, and correctly inputting data into our system by meeting all (9) Registration and Billing criteria; complies with federal and local laws with regard to ensuring patient privacy
- Reviews medical record for completeness, assembles records into standard order, and files records in designated areas according to applicable alphabetic and numeric filing systems
- Organizes and maintains a filing system for patient charts, including generating chart numbers, filing, and pulling charts
- Timely answer incoming calls to center and schedule appointments for patients and/or referring physician offices.
- Communicate effectively with patients, referring physician offices, and/or other departments regarding delay or issues relating to patient appointments, or any matters relating to patient care
- Confirms appointments in advance to remind patients of upcoming appointments, and assist with rescheduling if needed
- Collects payments and enters correct billing or insurance information for all encounters; applies payments and adjustments to patient accounts, and reconciles daily reports
- Able to assist M.D. with procedures (arthrograms); sterile tray set up and safe handling

Qualifications:

- Associates Degree or Medical Assistant Certification
- 2 years' experience in the healthcare field
- Proficient in MS Office and EHR
- Must be available on nights and weekends