

Job Title:	Patient Service Representative – Scheduling & Call Center
Reports To:	Director of Human Resources
FLSA Status:	Non-exempt
Prepared By:	Lori Miron
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Summary

This individual is responsible for scheduling patient appointments, answering phones, patient registration and overall reception.

Duties and Responsibilities

- ◆ Scheduling – Schedule/reschedule patients in the EPIC system. This could be via phone, directly with the patient or from outlying clinics.
- ◆ Phone -Answer a wide variety of phone calls. Handle those related to scheduling and direct other as appropriate. Calls will be incoming, outgoing and internal.
- ◆ Written Correspondence – Create, print, and send written correspondence to patients when needed.
- ◆ Patient Registration- Greet and service patients in a warm and professional manner. Register patients in EPIC including insurance verification (Passport), collecting co-pays and proper compliance paperwork.

Behavior Performance Dimensions

Consistent with All ACA employees:

Integrity

- ◆ Be honest at all times and in every situation.
- ◆ Be true to your word and do what you say you are going to do.
- ◆ Ensure confidentiality at all times.

Collaboration

- ◆ When there's work to be done, pitch in and help without being asked/told.
- ◆ Value diversity. Recognize and appreciate the strengths of others.
- ◆ Listen and be willing to accept others' ideas.
- ◆ Share knowledge for the benefit of the team.
- ◆ Be open-minded and embrace change. Be an active and positive participant in making things better.

Accountability

- ◆ Come ready to work, on time, every day.
- ◆ Complete your tasks and meet deadlines.
- ◆ Pay attention to details so you do things right the first time and rework is not necessary.
- ◆ Take responsibility for your actions – own up to mistakes and move on with recovery.
- ◆ When you encounter a problem or conflict, take initiative to resolve it directly with the person or your supervisor rather than assuming someone else will deal with it.

Respect

- ◆ Follow the "Platinum Rule"- Do unto others as they would have you do unto them.
- ◆ Be polite, respectful and appreciative of all co-workers. If you can't say anything nice, don't say anything at all.
- ◆ Remain professional. Never lose your cool, even when others are losing theirs.
- ◆ Protect our reputation. Never openly criticize or speak poorly of the organization or the individuals within.
- ◆ Focus on productive discussions; never instigate or participate in gossip.

Excellence

- ◆ Our patients always come first - provide a compassionate healing experience for them and their families.
- ◆ Have an upbeat, positive approach and attitude. Try to "infect" others by capitalizing on every

opportunity to brighten someone's day.

- ◆ Make the extra effort to "WOW" the customer by exceeding their expectations. Display kind, forgiving, accepting and empathetic behavior.
- ◆ Take initiative to continually advance your personal and professional skills and knowledge.

Performance Measures

Ultimately, successful execution of the expected duties will be judged by the following dimensions:

- ◆ People Skills – Ability to effectively communicate with customers and co-workers. Professionalism and friendly approach to all interactions.
- ◆ Phone Management – Organized in process so as not to be stressed by issues that arise.
- ◆ Accuracy – Obtaining correct information from patients and entering that information correctly into EPIC from phone calls or patient contact. Accuracy in all details.
- ◆ Teamwork - Balance team and individual responsibilities. Contribute to building a positive team spirit. Support everyone's efforts to succeed. Solid communication with coworkers.
- ◆ Multi-tasked– Well organized, efficient, and maintain attention to detail without missing steps due to interruptions. Flexibility to adapt to a regularly changing work environment while remembering that the patient is our primary focus.
- ◆ Flexible – Willing to help out others and able to jump from one job to another.

Education and/or Experience

Required:

- ◆ High School Diploma or General Education Degree (GED) equivalent.
- ◆ Customer Service skills.
- ◆ Communication skills (verbal and listening).
- ◆ Organizational/multitasking skills.

Desired:

- ◆ Minimum of 6 months of scheduling experience.
- ◆ Minimum of 6 months of phone experience.
- ◆ Minimum of 6 months of professional customer service experience.
- ◆ Good computer skills.
- ◆ Medical terminology knowledge.

Preferred:

- ◆ EPIC experience/knowledge
- ◆ GroupWise experience/knowledge

Computer Skills

To perform this job successfully, an individual should be or become proficient in the following software applications:

- ◆ EPIC
- ◆ GroupWise
- ◆ MS Word

Physical and Time Demands

This person will be required to sit for the majority of the day. The hours of the department are from 7:30 am to 5:00 pm. The scheduled shift will be during this time. There may occasionally be a meeting or patient needs outside of these hours, which you may be required to attend or complete.

Compensation

This position will be compensated in accordance with the ACA Compensation Plan for non-exempt employees.