



Patient Services Director Outpatient Medical Center

Under the supervision of the COO, the Patients Services Director is responsible for assessing, assuring, and implementing business improvements among federally-funded patient business services in accordance with applicable local, state, and federal guidelines and the fiscal and operational policies of the Board; assures all front desk function are fulfilled on a daily basis; performs supervisor of staff interviews and recommends selections according to OMC policy; responsible for implementing business-related goals and Board/Executive priorities and for providing regular progress reports and business assessments to the Executive Officers.

Essential Job Functions

Directing Front Desk Staff & Responsibilities

- CHECK-IN & REGISTER PATIENTS: Enter Demographics, Insurance/verify, Determine sliding fee discount rate according to procedures; assure HIPAA disclosure documented; document consents for treatment and for release of medical records; Review patient's account balances due and ask how they would like to pay (collect and account for payment by fiscal procedures)
- PERFORM CHECKING-OUT PATIENTS: Assess patient satisfaction by approved form; process any compliments or complaints; give a follow-up appointment or instruction (mandatory); assure referrals are processed by care coordinators; provide patients a copy of their medical visit summary (when available); review balance due and collect.
- OTHER DAILY RESPONSIBILITIES: Make Appointments with the goal to assure each provider has a full panel of patients ready for providers(s) on the next day; Make Reminder Calls to minimize no-shows; make calls to patients who did not show up for appointments; Email a daily report of clinic activities for each clinic site; report to the executive team and QA committee both successes and barriers on how to improve patient care and the number of patients we serve; for business or medical matters and directly contact COO or Medical Director, or CEO/CMO to resolve expeditiously.

Participate in Clinic Management Goals

- Works collaboratively with other clinic managers in committees and QA/QI meetings to assure operational compliance with Board policies and with Local, State, and Federal policies, regulations, and laws;
- Works collaboratively with administrative executive staff to implement related policies and manage staff;
- Responsible for implementing the required business improvement goals related to finance, human resources, risk, safety, compliance, HIPAA, ADA, IT, purchasing, etc.;
- Manages provider/patient scheduling logistics in compliance with policies and clinic redesign expectations;
- Acts as a liaison between the clinics and the billing and collections department to insure that paperwork is completed and business office procedures and appointments are managed according to policy;
- Identify areas for potential cost-savings involving all aspects of OMC business;
- Participates in the preparation of grant applications;
- Produces all required reports;
- Implements any business-related JCAHO recommendations;
- Assist in addressing building, maintenance, and security issues to include the required monthly safety inspection walk-through checklist for all sites; and

- Investigates, seeks resolution and reports the outcome of all business-related patient complaints in accordance with applicable laws, policies, and executive procedures.

Supervisory Responsibilities

- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Direct Management of Patient Services Representatives
- Scheduling, Grant Writing, Registration Audits, Sliding Fee Discount Audits, Front Desk Collections Audits, and all other OMC business requirements and functions
- Monitor staff/provider ratios
- Make recommendations for staffing pattern modifications, including; Interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work. Appraising job performance, recommending corrective actions, addressing complaints, and resolving problems; and
- Any other duties assigned

Knowledge, Skills, and Abilities

Knowledge of general business practices, state and federal laws, rules, and guidelines

Skilled in providing excellent customer service and support. Organizing and prioritizing workload and meeting deadlines. Excellent written and verbal communications

Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic, and professional backgrounds; Work effectively with managers, co-workers, members of the public, and professional groups; Manage and coordinate activities and projects; Communicate effectively, clearly, and concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate a positive/proactive customer service attitude; consistently maintains ethical behavior exemplary of quality public service and fair standards, inclusively, among all employees and members of the public; work as an effective team member; Function independently, exercise sound judgment and initiative; be flexible to shift priorities; Maintain confidentiality; Establish and maintain effective interpersonal work relationships; Work toward goals and objectives of OMC's Strategic Health Plan and Board policies including redesigning the handbook of employee expectations; Follow OMC policies - including adhering to the OMC's immunization policy and the mission, vision, and Guiding Principles; Receive constructive feedback; Accept new assignments to meet disaster-related responsibilities

Education/Experience

Bachelor's degree in Business Management or a related field is required or substituted with 5 years of experience in a similar position of responsibility. Management experience preferred

License and/or Certification

Valid Louisiana Driver's License

Special Requirements

Must have reliable transportation and be willing to travel between OMC facilities

Outpatient Medical Center is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability status.

**Approved by CEO on September 28, 2022*