

Patient Services Representative Outpatient Medical Center

The Patient Services Representative (PSR) reports to the Patient Services Supervisor for assuring compliance with healthcare business regulations. The Patient Services Representative is responsible for registering and maintaining patient records for appointments, insurance verification, completing patient rights and responsibilities, applications for discounted services, consent, HIPPA Privacy Notice, and all other documentation needed to fully register patients prior to receiving medical, behavioral, or dental services at the Outpatient Medical Center locations. PSR is responsible for collecting fees according to policy prior to the patient receiving services. The PSR is responsible for filling provider schedules with patient appointments according to policy. Other duties assigned by supervisor.

Essential Job Functions

- Register all patients according to OMC policies and procedures prior to making an appointment
- Document consents for treatments, appointment reminders, no-show reminders, insurance verifications/authorizations, and proper scheduling (according to guidelines).
- Assist patients with courtesy and respect providing them policy and procedure based guidance on how to address their issues in consultation with your supervisor
- Perform both check in and check out procedures assuring proper collections, referrals, patient summaries provided, follow up appointments made, medical records request completed and other authorized duties
- Process patient compliments and complaints according to policy
- For uninsured and low income patients promote the application for discounted services so that patients can become eligible for a legitimate discount
- Timely and accurate daily productivity reports to Supervisors
- Assure every provider, each day, has a full schedule of patients who are ready for an appointment.
- Contact patients on call lists for follow up appointments
- Maintain appropriate communications with clinical staff in all departments regarding patients needs and readiness for care

Knowledge, Skills, and Ability

Knowledge of general business practices, state and federal laws, rules, and guidelines. Knowledge of patient de-escalation techniques and customer service strategies.

Skill in providing excellent customer service and support; organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication.

Ability to document accurately and completely in electronic medical records system and utilize scanners and fax machines to fulfill provider order. 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, concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate positive/proactive customer service attitude; consistently maintains ethical behaviors 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 OMS's Strategic Health Plan and Board policies including clinic procedures and employee expectations; follow OMC's policies and procedures - including adhering to the OMC's

immunization & infection control policies; must receive constructive feedback in a positive manner; and be available to accept new assignments to meet OMC Executive responsibilities.

Confidentiality of Information

Must safeguard and protect confidential and sensitive information related to patients, clients, and personnel (HIPAA Compliance).

Communication

Communicates effectively with executive leadership. Communicates effectively with healthcare team members to create a cohesive team. Communicates effectively with all clients, families, peers, colleagues, and other health care professionals, service agencies, and community partners.

Education/Experience

Required: High school diploma with at least 1 year of front desk experience in a health care entity

Preferred: Associate Degree or higher in a business-related field. Degree may be substituted for one year of required experience. Preference to one year experience in a FQHC.

License and/or Certifications

Valid Louisiana Driver's License

Special Requirements

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

Approved by Executive Officers on September 2, 2025

Name and Date