



## Patient Services Representative Outpatient Medical Center

The Patient Services Representative reports to the Clinic Manager and/or Clinic Director for all non-clinic business functions related to assuring compliance with healthcare business regulations at the assigned clinic site. The Patient Services Representative is responsible for performing quality primary health care services in a comprehensive, collaborative manner with an emphasis on patient services, registering and maintaining patient records for appointments, insurance verification, completing patient rights and responsibilities, applications for discounted services, and other documentation needed for registering patients as well as appropriate fees collected at the time of appointments. The Patient Services Representative is responsible for understanding the vision, mission, values, and strategic plan of the organization and adherence to these by team members. The Patient Services Representative is expected to follow and abide by all policies and procedures approved by the OMC Board of Directors.

### **Essential Job Functions**

- Perform all assigned non-clinical patient services
- Following front desk procedures according to policy
- To assure no impact on the flow of patient care by following procedures and policies
- Document consents for treatments, appointment reminders, no-show reminders, insurance verifications/authorizations, and proper scheduling (according to guidelines).
- Properly follow all approved and established procedures posted on the company intranet.
- Address patient complaints according to policy and ensure staff are compliant with front desk expectations for collections and offering sliding fee discounts.
- Timely and accurate daily productivity reports to the Clinic Manager and/or Clinic Director
- Assure every provider, each day, has a full schedule of patients who are ready for an appointment.
- Reach out to past and former patients and offer appointments when indicated.
- Maintains appropriate communications within and between various departments and programs within the clinic
- Maintains current knowledge of policy manuals, and keeps up to date with organizational events, policies, and changes.
- Contributes to the efficient functioning of the organization and the attainment of goals.
- Arranges priorities as necessary to perform tasks,

### **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 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**

Associate Degree or higher in business management or a related field preferred, degree may be substituted by adequate management experience and/or extensive front desk experience in a healthcare setting. Prefer at least two (2) years of experience in working in a community primary health care setting. Prefer any front desk FQHC experience.

### **License and/or Certifications**

Valid Louisiana Driver's License

### **Special Requirements**

Must have reliable transportation and be willing to travel between OMC facilities. Must be willing to work evening hours if necessary.