




**Amistad Community Health Center**

<b>Title: Patient Access Representative</b>	<b>Department: Registration</b>
<b>Supervisor: Patient Access Coordinator</b>	<b>FLSA Status: Non-Exempt/Grade 2</b>
<b>Created: November 19, 2019</b>	<b>Approved By CEO:</b> 

**GENERAL SUMMARY OF DUTIES:**

Responsible for performing customer service functions, from greeting patients, registering and processing all patient appointments, answering phones, calling patients, initiates insurance verification, and posting payments, scheduling patient appointments, and assuring all data is collected from the patient, sending and receiving medical records, sorting mail, scanning and attaching documents.

**Supervises:** No supervisory responsibilities.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Greets customers in polite, prompt, and helpful manner. Provides any necessary instructions or directions. Informs appropriate department or staff person of a person's arrival.
- Conducts all business with exceptional customer service, putting the patient's health and needs above all else.
- Updates patient's information, collects copays, provides any necessary forms needing completion, and obtains signatures as necessary. Elicits verbal confirmation of patient demographic information on each visit.
- Completes necessary paperwork, including but limited to: work excuses, medical release requests, data collection, and insurance verification. Uses computer system to generate information necessary for billing.
- Maintains clean, orderly waiting area including beverage area and reading materials.
- Answers phones in a pleasant manner and deals with patient's needs expeditiously.
- Supplements office staff as reception tasks permit by assisting with photocopying, computer input/typing, data collection and analysis, scanning and attaching, scheduling, and other tasks as needed.
- Supports the agencies Mission, Vision and Values Statement.
- Performs all other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

***REQUIRED***

- Ability to work in fast-paced, high productivity environment.
- Ability to exercise judgement and make decisions.
- Excellent communication skills to communicate with patients.
- Ability to perform while under stress.
- Ability to document accurately and concisely.

- Careful attention to detail and ability to multi-task.
- Ability to maintain patient confidentiality.
- Ability to type 25-30 wpm
- Proficient use of computers including Microsoft Office applications.
- Ability to operate general office equipment.
- Ability to work with minimal supervision, independently, as well as in a collaborative team setting.
- Strong organizational skills with the ability to prioritize and meet deadlines
- Requires knowledge of Commercial and/or Government Payors.
- Project a pleasant and professional image.
- Have compassion and caring in dealing with others.
- Perform tasks appropriately and efficiently.
- Tact and diplomacy in interpersonal interactions.
- Understanding patient education needs and how to share information with patients and families effectively.

**PERFERRED**

- Bilingual English/Spanish Preferred

**EDUCATION:**

High School Diploma or GED

**EXPERIENCE:**

Minimum of one (1) year of experience working in a health care setting.

**PHYSICAL/MENTAL DEMANDS:**

Requires sitting and standing associated with a normal office environment. Some bending and stretching required. Manual dexterity using calculator and computer keyboard necessary. Must be able to carry 20lbs.

**ENVIRONMENTAL/WORKING CONDITIONS:**

Ambient room temperatures, lighting and a traditional office environment exists. May experience traumatic situations including psychiatric and medical crisis situations within the environment; some exposure to hazardous materials or physical risks requiring basic safety precautions; exposure to blood borne pathogens requiring PPE. Exposure to virus, disease, and infection.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer.*

*I hereby acknowledge that I have read and understand the above mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date