



Job Title: Patient Services Rep (PSR)

Job Information

- Status: Regular Full Time
- FLSA (Exempt/Nonexempt): Nonexempt
- Department: Fair Hill Community Physicians, Administrative Support
- Non-Patient Care

Job Summary

- Responsible for completing the preregistration, re-registration and/or reverification processes following department procedures using identified technology and appropriate registration/billing systems. In addition, responsible to accurately identify, verify, and document insurance coverage for scheduled services utilizing all available electronic and manual sources. Requires daily communication with patients/caregivers, schedulers and insurance companies via telephone in order to obtain accurate demographic, insurance, referring provider and patient liability information. Performs all front desk functions in addition to handling all scheduling functions. Answers phones, greets patients and family members in a warm and welcoming manner and works as part of a team to provide a good patient experience. This role requires a calm, rational demeanor; effective job performance; and ability to multitask in hectic, highpressured, emotionally charged situations. Customer service is a key component of all duties.

Education

- High School Diploma or Equivalent (Required)

Experience

- Two years' experience in a secretarial or clerical/general office position (Required)
- One year experience in a healthcare setting (Required)

Qualifications

- Customer Service Skills
- General Clerical Skills
- General Computer Skills
- Medical Terminology
- Microsoft Excel
- Microsoft Word
- Organizational Skills
- Strong written and verbal communication Skills
- Strong Interpersonal Skills
- Typing skills WPM 45

Job Responsibilities

• Teamwork

- Actively participates to move the team toward the completion of goals.
- Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- Listens to and fully involves others in team decisions and actions; values and uses individual's differences and talents.
- Shares important or relevant information with the team.
- Builds a positive team by offering assistance and support to co-workers, patients, vendors, and partners.
- Puts success of team above own interests.
- Works actively to resolve conflicts.

• Adaptability

- Adapts to change and stress in the work environment and manages competing demands while maintaining high performance levels.
- Treats change as an opportunity for learning; focuses on the beneficial aspects of change; speaks positively about the change to others.
- Always presents a positive disposition and maintains constructive interpersonal relationships when under stress.
- Modifies behavior and tries new approaches in response to change.

• Communication

- Articulates thoughts and ideas effectively both verbally and in writing.
- Restates the opinions of others to clarify understanding.
- Presents information effectively in a variety of settings: one-on-one, small and large groups, with peers, direct reports, and superiors.
- Listens actively and is open to feedback. Provides fair and constructive feedback to others.

- Keeps team members and customers adequately informed.

- **Technology and Equipment Use**

- Demonstrates technical skill in using equipment that is appropriate for the job role.
- Operates equipment efficiently and properly.
- Maintains equipment to ensure maximum productivity. Troubleshoots any problems that arise.
- Adapts to new technology and processes.

- **Receptionist**

- Greets incoming patients, guests, and vendors.
- Monitors sign-in sheets in waiting room to track that all incoming patients are provided service.
- Registers patients as they arrive for appointments and prepares and places identification band on patients.
- Reconciles work and inputs correct patient status for daily activity.
- Accurately obtains and records required patient information for registration and billing purposes.
- Answers all incoming calls and directs them as appropriate.
- Takes and relays accurate messages, and answers questions of callers according to hospital policies

- **Scheduling and Care Coordination**

- Performs check-in and check-out functions. Works with medical assistants, physicians and other clinical staff to provide and coordinate patient care.
- Accurately obtains and records required patient information for registration and billing purposes.
- Schedules patients for appointments, including necessary communication to resolve scheduling conflicts.
- Arranges and schedules appointments for ancillary testing.
- Demonstrates competence in collecting payments for patient visits. Follows appropriate procedures for the collection of funds and/or refers cash payments to the cashier.
- Ensures accurate information is routed (i.e. via telephone, fax, or e-mail) to both internal and external providers involved in patients care.
- Works daily with management and care coordination team members to carry out role specific duties that support the adoption and communication of all important directives relating to insurance programs and payer incentive plans.

- **Accountability**

- Takes responsibility for own actions.
- Strives to improve levels of individual, team and organizational performance.
- Measures self against standard of excellence.
- Participates in performance improvement efforts.
- Demonstrates efficient and effective use of organizational resources as well as systems and services.
- Explore new opportunities to add value to the organization and departmental processes.

- **Time Management and Planning**

- Uses time effectively to ensure that all work is completed accurately and efficiently.
 - Prioritizes activities and assignments; adjusts priorities when appropriate.
 - Allocates appropriate time and resources for completing work; develops timelines.
 - Uses peak and slow time periods effectively.
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- Complies with all Fair Hill Community Physician policies and procedures, and all applicable accreditation standards, laws and regulations, including those regarding patient confidentiality such as, but not limited to, Health Insurance Portability and Accountability Act of 1996, P. L. 104-191 ('HIPAA') and the rules and regulations implemented hereunder.
 - Adheres to and promotes Hospital Safety Standards and the Safety Management Plan.
 - Performs all job responsibilities in alignment with the core values, mission and vision of the organization.
 - Performs other duties as required and completes all job functions as per departmental policies and procedures.
 - Attends staff meetings and completes mandatory in-services and requirements and competency evaluations on time.
 - Maintains current knowledge in present areas of responsibility (i.e., self-education, attends ongoing educational programs).

Physical Requirements, Physical Demands and Work

Environment Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. To request accommodation, contact Human Resources. FHCP is committed to compliance with federal, state, and local laws regarding individuals with disabilities.

FHCP Core Competencies

- **Respect**

- Shows concern and consideration for others. Treats others as they would like to be treated.
- Evokes trust in others by keeping commitments and avoiding blame.
- Is direct and truthful. Communicates clearly and openly.
- Responds to and resolves challenging situations in a calm and professional manner.
- Contributes to achieving an environment where diversity is respected and valued

- **Service**

- Works relentlessly to achieve excellent service, and to re-establish trust if service fails to meet expectations.
- Anticipates and responds to customers and co-workers' needs in a timely and positive manner.
- Consistently adheres to the Service Excellence Standards.

- **Quality**

- Makes the extra effort to achieve excellent results.
- Takes actions to continually improve quality and safety in daily work.
- Takes responsibility for own actions; holds self and others to high ethical and performance standards.

Fair Hill Community Physicians is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We provide equal employment opportunities to all individuals regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected category. We believe in the power of diversity and encourage candidates from all backgrounds to apply.