



Patient Access Representative Job Description

Role/Position Definition: Coordinates reception area activities to promote communication throughout the Corporation. Performs clerical and reception duties. Check-in person will verify insurance and eligibility with insurance company, complete paperwork for a new patient, enter all information into computer and prepare chart for physician. Check-out person will bill insurance for services provided, collect copays, deductibles and self-pays. Schedule appointments. Receptionists will perform clerical duties as needed, outside of their designated area, to assure a smooth-flowing office. To work as a team member with all employees of the corporation.

Qualifications/Position Requirements:

- Education/Experience
 - Previous medical office experience preferred but not required
 - High School Diploma
- Knowledge, Skills and Abilities
 - Language skills adequate for written and interpersonal communication in American English.
 - Visual and auditory acuity adequate to monitor patient and visitor activity and for frequent use of computers and other business office equipment.
 - Ability to perform desk and office activities.
 - Organizational skills and multi-tasking.

Duties and Responsibilities:

- Must be able to work in a high-pace facility and must be able to cope with the mental and emotional stress of the position.
- Must be detail orientated and multi-task.
- Must answer the telephone, take messages in legible penmanship.
- Must be able to read, write and understand the English language.
- Support physicians and staff in all offices as needed.
- Communicates effectively with patients, visitors, physicians, and co-workers.
- Documents that information received from the patient is disseminated to the appropriate people or departments.
- Follows the guidelines for patient confidentiality.
- Train new staff members if applicable.
- Pulls and prepares charts with appropriate paperwork for patient's appointment.
- Files charts and records accurately.
- Process or help process requests from attorneys, outside treating physicians and/or insurance companies.
- Scanning of test results and other documents and assign to patient EHR record.
- Transcribes messages for clinic staff and relays those messages.
- Schedules patient for both new and established patient appointments.
- Verifies insurance eligibility for both office visits and off-site testing.

- Submits and receives authorization for off-site testing.
- Process patient payments and charges as necessary.
- Demonstrates safe work habits including adherence to Standard Precautions.
- Complies with attendance policy, dress code, and wearing name badge.
- Other duties assigned by coordinator or administrator.