



# Sunshine Community Health Center

## Job Description

**Job Title:** Patient Services Specialist  
**Department:** Administration  
**Reports To:** Operations Director  
**FLSA Status:** Non-Exempt  
**Approved:** July 2018

### **SUMMARY:**

SCHC takes a patient centered team based approach to care. This position is the front desk personnel for both medical and dental. Responsibilities will include being the first impression of the clinic through maintenance of an orderly waiting room, greeting patients upon arrival and answer incoming phone calls in a polite and professional manner. Additionally, this position is responsible for data collection through the registration process including the patient portal, eligibility assistance, transaction management and throughout the entire check-in and check-out process. This position is to remain flexible for coverage of other Patient Services positions at both locations and may be asked to provide training to peers after they've completed their basic training and have had one on one training with the Patient Services Lead. A high level of data entry accuracy will be required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Greet patients upon arrival at the clinic.
2. Check in patients and update registration and billing information within the electronic health record.
3. Verify all documents are included with applications for the Discount Fee Schedule and submit to Patient Advocate(s).
4. Maintain waiting room in an orderly manner.
5. Makes appointments for patients according to the clinic's scheduling policy; confirms appointments; follows up with "no shows" according to the clinic's no-show policy
6. Coordinates phone emergency patients in accordance with the clinics walk in emergency policy and works with the floor nurse to determine if the patient meet the emergency criteria.
7. Schedules future appointments as available for patients whose needs are not urgent or emergent
8. Completes registration preparations prior to the patient's appointment reviewing to identify missing or outdated data and verifies insurance to determine the patient's financial responsibility.
9. Collects patient co-pays daily and coordinates payment plans with those patients that have an outstanding balance.
10. Accurately prepare daily deposit and reconcile to the practice management billing system reports.
11. This position will provide back up to, and be cross-trained with, other medical and dental records position and receptionist.
12. Work as a patient services team and with all other medical and dental staff to oversee quality patient care and efficient flow through the clinic.
13. Follows the positions manual and notifies the Operations Manager when a change is needed ensuring it is accurate.
14. Maintain confidentiality, both regarding patient and employee information.
15. Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

**Received:** Works under supervision of the Operations Director. Supervision is received through personal conferences, general observation of work in progress and periodic review by supervisor of completed work.

**Performed:** This position typically supervises no others.

**QUALIFICATIONS:**

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Current (annual) TB screening required and Hepatitis B immunization is recommended for all SCHC employees.

**EDUCATION AND/OR EXPERIENCE:**

Graduation from high school or the equivalent. Two years of appropriate office work experience, including at least six months performing duties similar to most of those specified above.

**KNOWLEDGE AND ABILITIES:**

- Knowledge of standard office policies and procedures.
- Skill in organizing time and managing multiple demands.
- Skill in dealing with patients and visitors as well as other staff members.
- Accuracy with data entry and 10-key skills.
- Skillful in the use of computers.
- Skillful in the use of office machines (copier, fax, postage meter).
- Ability to work independently and use good judgment in work prioritization
- Ability to complete difficult/complex tasks.
- Ability to follow oral and written instructions.
- Ability to work effectively in stressful situations.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is required to sit for long periods of time, speak, hear, write, reach with hands and arms, stoop, kneel and operate a keyboard. Employee must also have visual acuity to read small print and view a computer monitor, be able to reach to the top of a five-drawer filing cabinet, climb on a step stool, and lift boxes of no more than 30 lbs. Employee may need to climb stairs.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. SCHC promotes the principles of Resiliency throughout the organization.

While performing the duties of this job, the employee generally works within the interior of a healthcare clinic/office environment. Employee may travel between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. The general work environment is clean with a moderate temperature and noise level. Employee will be required to use a computer and other office equipment and participate in communication through typing, reading, writing and telephones, etc. The employee may be in contact with patients under all conditions and circumstances, e.g., illness, emotional duress and hostility. Daily work activities also involve contact with the public, staff members and government representatives under all conditions and circumstances. All SCHC facilities are non-smoking.

**OSHA:**

The employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants and hazardous chemicals. SCHC will provide the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus. SCHC will make the Hepatitis B vaccination available to all employees free of charge

**EMPLOYMENT PRACTICES:**

SCHC is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status, veteran status or any other protected class. Persons alleging unequal treatment should contact Human Resources (907)733-9236.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me. I agree to perform the functions of my position in a safe manner and within SCHC's established policies and procedures.

\_\_\_\_\_  
Employee Printed Name \_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature \_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature \_\_\_\_\_  
Date