

**PATIENT SERVICES REPRESENTATIVE
074**

DEPARTMENT: Community Services/WAMAC/Olde Towne Medical Center

NATURE OF WORK:

Performs responsible clerical work and customer service in a medical center, including carrying out varied and complex procedural support within a medical clinic unit. Work is performed under limited supervision of the WAMAC Business Manager with incumbent planning, carrying out assigned duties, and resolving problems of a procedural nature.

ESSENTIAL FUNCTIONS OF THE JOB:

Greets all patients and visitors and directs them to appropriate services or source.

Acts as primary telephone receptionist directing inquiries to the proper source; screens and takes messages as necessary and answers questions within context of policies and procedures with contact sometimes of a difficult nature.

Prepares all charts to include typing labels. Pulls charts and prepares with proper forms, office visit documents, and logs.

Makes appointments for all medical services via telephone and over the counter.

Collects payments for services when appropriate during office hours.

Provides instruction and guidance to less experienced volunteers or employees.

Obtains factual information from citizens or potential clients.

Enters data on computer. Files correspondence, lab reports, clinic forms, etc., both in patient medical reports and in general files.

Maintains filing system and duplicates documents to be transferred with patients.

Orders supplies as directed by supervisor.

Promotes and ensures proper employee training and compliance with County safety program and departmental safety procedures; ensures that all equipment, materials, and work conditions are adequately maintained to prevent accidents.

Keeps doctor's schedule and schedule for the office.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at the Olde Towne Medical Center on a medical clinic setting. Operates standard office equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of standard office practices and procedures, equipment, and clerical techniques in a medical setting, medical terminology, and telephone triage.

Considerable knowledge of grammar, punctuation, spelling, and arithmetic.

Considerable knowledge of general office computer software and associated equipment.

Ability to operate general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Ability to independently apply and carry out policies and procedures within assigned areas of responsibility.

Ability to maintain moderately complex records and ensure their confidentiality.

Ability to make mathematical computations with accuracy.

Ability to proofread, research files, and logically organize information.

Ability to work under pressure and to meet deadlines.

Ability to establish and maintain effective working relationships with doctors, nurses, other coworkers, volunteers, and the public.

MINIMUM QUALIFICATIONS:

High School diploma or equivalent, and two years of experience in general clerical work or one year in a medical setting; or any equivalent combination of education, training, and experience providing the knowledge, abilities, and skills cited above.