



## Murray County Medical Center Position Description

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<b>Classification:</b>	Patient Service Representative
<b>Department:</b>	Patient Services
<b>Location:</b>	Murray County Medical Center
<b>Reports to:</b>	Revenue Cycle Manager
<b>FLSA Classification:</b>	Hourly/ Non-Exempt

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### Position Purpose

This position is responsible for all aspects of the registration and scheduling process, which requires high-quality customer service and maintaining strict confidentiality. Requires verification of patient demographics and insurance, greeting, instructing, directing, and working with all aspects of registering and scheduling patient visits including making, canceling, and rescheduling.

### Essential Duties and Responsibilities

1. Obtain necessary consents and assure that records are maintained for each patient.
2. Coordinate the scheduling and preparation of outpatient visits and outpatient diagnostic services.
  - Verify and obtain insurance card(s) at every patient visit.
  - Collect applicable co-pay, co-insurance, deductible and past due balances.
  - Ensure patient demographic information is current and accurate.
3. Promptly investigate problems, resolve routine problems, and appropriately refer difficult problems to the manager.
4. Use interactive communication and customer relation skills with patients, family members, and other departments.
  - Greet all customers with courtesy.
  - Use proper phone etiquette and be prompt with answering and directing calls and taking messages.
5. Meet general employee performance standards.
  - Treat others with respect and dignity, recognizing the individual uniqueness of client and colleagues.
  - Comply with departmental education requirements.
  - Promote department philosophy and goals.

- Participate in continual quality improvement activities.
- 6. Maintain confidentiality of information regarding clients, families, health care personnel, and facility.
  - Serve as a trusted custodian of confidential records.
  - Perform registration and scheduling processes, initial interview, patient profile form, computer data entry, and computer printing.
- 7. Conduct and promote teamwork, positive customer relations, and professionalism.
  - Demonstrate and reinforce professional behavior.
  - Recognize and perform duties which need to be performed, although not directly assigned; report free time to manager; assist others as requested; use slow time to assist other areas and enhance job knowledge and skills.
  - Work well with all levels of employees, establishing a good rapport.
  - Observe the hospital dress code, maintaining a professional appearance.
  - Other duties as assigned.

### **Job Activities**

<b>Percent of Job</b>	<b>Major Activity</b>
80%	Registration and Scheduling, insurance verification, co-pay collection, and attending to customer needs
20%	Provide administrative duties (answer phones, fax information, transfer calls, data entry, run reports, admission/discharge paperwork, special projects, etc.)

**Total: 100%**

### **Education and Experience**

- High School Diploma or GED.
- 1 year of office experience.
- Knowledge of medical terminology preferred.

### **Requirements**

- Able to make independent decisions and act accordingly.
- Good communication and customer service skills.
- Good organizational and clerical skills including scheduling, and data entry.
- Strong computer skills with experience in outlook, word, and excel.
- Must be able to multi-task.

### **Working Conditions and Physical Demands**

- This position is sedentary in nature but may require some standing and walking.
- Employees must be flexible with scheduled working hours to help cover desks during shifts related to their position.

- Employees are exposed to communicable diseases when working in a health care environment.
- The noise level in the work environment is usually moderate.
- Employees must have acute vision for reading charts and computer work.
- Able to talk and hear accurately for communication with staff and patients directly and via telephone.
- Employees must be able to effectively deal with the concerns of upset patients; must be able to display control and confidence under stress.

### **Equipment Operation**

- Must be proficient with office machines, such as computer, copier, fax, phones, scanners, and postage machine.
- This position must be able to assist patients with wheelchairs.

### **Supervisory Responsibilities**

This position has no direct reports.

**Employee Signature:** I have read and agree that I can perform the essential functions of this position.

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Print Name

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Signature

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Date

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Manager or HR Rep. Signature

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Date