



Patient Service Representative

Assists with all aspects of patient registration and scheduling and handles incoming calls to the clinic.

DUTIES AND RESPONSIBILITIES

1. Responsible for maintaining patient demographics and insurance records.
2. Enters patient information into scheduling software system.
3. Identifies co-payment requirements and collects fee as needed. Processes charges assigned to credit card. Communicate to business office personnel as needed.
4. Documents concisely and correctly in EMR system.
5. Completes all scheduling requests within one working day.
6. Answers phone in a timely manner and routes the call as needed to the proper person within the organization.
7. Monitors MD orders in EMR as directed by Management
8. Communicates professionally with referring MD offices, hospitals and all business partners.
9. Communicates with patients professionally, clearly and makes appropriate allowances for patient's disabilities.
10. Maintains strict patient confidentiality as per policy and HIPAA guidelines.
11. Schedules accurately all requests from physicians, staff, patients, hospitals.
12. Maintains and updates schedules and templates as requested by administration or physician.
13. Triage scheduling requests accurately; requests clinical staff input as needed.
14. Manages cash drawer and balances nightly. Maintains accurate records of transactions.
15. Assists business clients entering Southern Oregon Cardiology, LLC
16. Completes all other duties as requested by management.

MINIMUM QUALIFICATIONS

High School diploma or GED required.

Knowledge of Medical Office Business function preferred

Typing skills at least 32-38wpm.

Knowledge of basic phone etiquette and basic office duties including operating fax, copier printer.

Basic computer literacy including Windows environment.

Please fax resume to (541) 930-7220