

The Patient Services Manager will supervise patient service representatives, and other assigned staff within the scheduling department. This position supports the clinic operations teams in coordinating patient services such as scheduling appointments, managing physician schedules, as well as arranging diagnostic tests to facilitate exceptional delivery of care. The Patient Services manager supervises appointment scheduling, referral process work, and follow-up of physician orders. The Patient Services Manager also identifies and helps resolve staff and operational issues for the scheduling department.

The Patient Services manager will supervise all aspects of appointment scheduling, referral management/standards, and patient flow.

RESPONSIBILITIES

Leadership: Supervise patient service representatives, and/or other assigned staff within the scheduling department

- Interview and hire candidates using the practice's hiring process.
- Develop and implement standards of performance, expectations and assignments.
- Monitor quality and quantity of work completed by scheduling staff, orders representatives and referral representative.
- Maintain provider templates in EHR.
- Be a EHR super-user/expert trainer for the scheduling department.
- Direct and schedule staff according to the practice's needs.
- Evaluate and actively solve problems.
- Carry out failure analysis and process improvement activities, as necessary.
- Demonstrate ability to identify learning needs of staff, plan and conduct training of new employees, and complete in-service education for staff.
- Act as a resource person and role model to staff.
- Provide feedback on job performance to patient service representatives and/or other assigned staff and keeps COO apprised.
- Conduct annual performance reviews and recommend disciplinary actions.
- Develop, review, and maintain policies and procedures directly related to the role of the patient service representatives.

Appointment Scheduling: ability to schedule appointments, register patients, verify insurance coverage, and perform the work of a patient service representative for the practice's patient population.

- Schedule appointments consistent with patient needs and clinic scheduling guidelines.
- Coordinate and schedule ancillary appointments such as laboratory, radiology, nuclear medicine and consultations to other specialties specific to patient population.
- Schedule interpreter services as needed based on service-specific criteria.
- Utilizing established procedures, respond to patient care, facility, and environmental emergencies.

Telephone Support: Triage telephone calls using assessment skills

- Responsible for the flow and process on all triaging and incoming calls to department
- Ensures that all incoming calls to department are answered on a timely and efficient manner, while providing exceptional customer service
- Triage patient telephone calls to nurse or nurse team; obtain necessary information for the return call as necessary

Referrals/Consultations: Process and track referrals and consultations.

- Verify patient insurance status to confirm that a valid referral is in place when indicated.
- Obtain authorization when appropriate.
- Supervise the team for referral process coordination.

Other duties:

- May develop and implement formal in-service education for department
- Be an expert trainer for new and existing patient service representatives
- Resolve patient complaints. Report patient complaints to COO.
- As a front-line manager, act as a resource for the practice's providers on clinical and non-clinical services.
- Ability to work under a high level of stress within time constraints while maintaining composure

- Perform related duties as required.

Other Tasks

- Participate in educational activities consistent with area of practice.
- Understand OSHA rules as it pertains to safety and blood borne pathogens.
- Adhere to all policies and procedures.
- Maintain proper professional appearance and personal conduct.
- Maintain patient confidentiality. Follow all HIPAA regulations.
- Comply with all federal guidelines as it pertains to work duties.

Skills and Abilities Required

1. Bachelor's Degree in a medically related or public relations field and two years of experience as a Patient Service Representative or equivalent education/experience

- Exceptional customer service skills (required)
- Proficiency in Microsoft Office: 2 years (required)
- Management/supervision experience: 1 year (required)
- Medical office experience: 2 years (preferred)
- Electronic Health Records experience: 2 years (preferred)