



## Care Alliance

### Job Description

Position: Patient Service Representative

EEO Category: Clerical

Reports to: PSR Supervisor

Full/Part Time: Full Time

Location: US – OH – Cleveland

Shift: 8:00 am to 4:30 pm

#### Mission Statement:

Our mission is to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay. Caregivers demonstrate a high level of empathy, compassion and profound respect while providing excellence of care to our patients. They serve as advocates for all of those in our Northeast Ohio community, especially the most vulnerable.

#### Job Summary:

Provides critical first contact between patient and Care Alliance Health Center. Professionally greet and address any patient questions, requests for appointments or medical advice; direct patient through the check-in/check-out process, collect and update pertinent demographics, guarantor and insurance information in Practice Management System/Electronic Medical Record (EPIC and Dentrix System). Provide clerical support for medical records; processing timely Release of Information requests, scanning and indexing documents into patient charts.

#### Task Responsibilities:

\*Include but are not limited to:

##### First Call

- Make a positive first impression with patients by phone; answer phones "with a smile" within the first 3 rings; communicate with patients in a courteous manner
- Answer incoming calls, determine nature of call, and refer the call to the appropriate person or take accurate message with date and time of call
- Handle and/or direct patient questions and complaints
- Calmly and effectively guide patients by phone through a dental emergency
- Provide basic information about Care Alliance services, location and hours

##### Scheduling

- Coordinate patient scheduling and flow throughout the day by providing accurate appointment management and updating records of scheduled patients

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- Schedule appointments in accordance with guidelines
- Open a telephone or refill encounter and route to the appropriate pool or staff member

#### Front Desk

- Prepare forms/documents for patient to complete prior to scheduled visit
- Greet patients arriving for an appointment, help patient feel welcome
- Adhere to the Same Day Walk-In Procedure
- Verify and interview patients for necessary registration information to ensure it is correct and current
- Assist patients in completing any forms-
- Inform patients of the company's payment policy; follow payment policy by collecting payment from patient at time of service.
- Follow and track appointments due to no-shows, cancellations and late arrivals
- Call all patients that no-show for a visit and attempt to reschedule the appointment
- Reconcile daily co-pays before leaving and complete deposit slip
- Prior to the time of appointment, contact insurance companies to verify coverage and fee schedule and complete insurance breakdown accurately and completely.
- Ensure HIPAA compliance by maintaining patient confidentiality and security of medical records
- Follow required OSHA safety procedures as necessary

#### Minimum Education and Experience:

##### **Required:**

- High school diploma/GED required
- One to two years of experience working in a professional environment with direct customer contact desired

##### **Preferred:**

- Associate's degree preferred
- Experience working with Dentrix and EPIC
- Previous outpatient health care or physician's/dental office experience

#### Technology Requirements:

Basic understanding and familiarity with the following:

- EPIC
- Dentrix
- Basic computer skills

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### Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employees will also be required to stand, walk, or sit for extended periods of time
- May exert up to 20 pounds of force occasionally to properly handle medical equipment
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- May be exposed to hazardous conditions

### Care Alliance Locations:

Care Alliance Health Center  
St. Clair Clinic  
1530 St. Clair Avenue

Riverview Clinic  
Riverview Estates  
1795 West 25th Street

Stokes Clinic  
Carl B. Stoke Social Service Mall  
6001 Woodland Avenue

Central Neighborhood Clinic  
2916 Central Avenue

### Equal Employment Opportunity

It is the policy of the Care Alliance Health Center to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or more), military status or veteran status is illegal.

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Care Alliance Health Center

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