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| **Position:** Call Center Patient Service Representative | **Supervised by:** Revenue Cycle Director and Practice Manager |
| **FLSA Status:** Non-Exempt | **Supervisory Responsibilities:** N/A |
| **Effective Date:** 4/22/19 | **Revised Date:** 6/27/22 |
| **Approved by:** Human Resources |

**Position Summary**

The Call Center Patient Service Representative (CCPSR) is often first contact a patient has with the organization by phone. The CCPSR represents the organization in a constructive and professional manner, providing the highest-level customer service by interacting and assisting patients by telephone mainly to schedule appointment, answer and route questions to the appropriate clinic staff, updating patient information, and perform other clerical duties as assigned.

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| **Essential Functions and Responsibilities/Competencies** |
| 1. Answers calls coming into the center in a timely and efficient manner, using positive verbiage and demeanor, maintaining a high level of professionalism and courtesy with callers. |
| 1. Schedules patients within the Electronic Health Record (EHR), following template guidelines. |
| 1. Routes requests for same day appointments that are not clearly visible on the schedule to front desk PSRs to manage. |
| 1. Reschedules appointments following documented procedures, using cut and paste feature when appropriate. |
| 1. Creates telephone encounters for all patient contacts outside of standard scheduling. |
| 1. Routes telephone encounters to appropriate staff for follow up. |
| 1. Refers to the “Red Flag Symptoms” list and follows proper procedures. |
| 1. Performs reminder calls for last minute scheduled and non-confirmed appointments. |
| 1. Monitors and works the appointment bucket(s). |
| 1. Monitors and works the bump lists. |
| 1. Reassigns web encounters to appropriate “bean”. |
| 1. Assists clinical staff or administration with printing letters and labels. |
| 1. Assists clinical or administration staff with stuffing envelopes and preparing mail. |
| 1. Updates patient phone number(s) when taking calls to ensure timely call back. |
| 1. Acts as a back-up for the front office. |
| 1. Works collaboratively with Front Office PSRs to ensure prior authorizations are completed. |
| 1. Maintains strict confidentiality, follows all HIPAA guidelines. |
| 1. Addresses questions and engages in actively listening to patient requests and concerns. |
| 1. Updates patient account information per established policies and procedures. |
| 1. Assist to orient and train in new employees, as assigned. |
| 1. Assists clinical team by working gaps in care lists by calling patients for appointments. |
| 1. Provides excellent customer service. |
| 1. Communicates with a high level of professionalism with patients and other internal or external constituents working to establish a positive rapport. |
| 1. Attends and participates in daily huddles, meetings, in-services, and committees as required and/or assigned. |
| 1. Supports the UGLFHC mission by “providing exceptional health care services for all people in the Upper Great Lakes region regardless of their ability to pay”. |
| 1. Complies with UGLFHC policies, practices, federal and state laws, and regulations. |
| 1. Enhances professional growth and development through participation in educational programs, current literature, organizational communique, and professional conferences. |
| 1. Performs other related duties as assigned or requested. |

**Education, Training, Licensing, and Credentialing**

**Required:**

* High School Diploma or equivalent

**Preferred:**

* Advanced training in business, service or healthcare related field.
* Training in medical terminology

**Experience and Skills**

**Required:**

* Professional and friendly demeanor
* Demonstrated verbal and written communication skills, in English
* Proficient typing skills
* Proficient computer skills including experience using email
* Ability to multitask with attention to detail
* Ability to problem solve and multi-task
* Prior experience and ongoing ability to maintain confidential information

**Preferred:**

* Prior experience using eClinical Works
* Experience using Microsoft Office including Excel, Word, and PowerPoint
* Experience working in healthcare field
* Experience working in the service industry providing high quality customer-service
* Experience working in a call center or as a receptionist

**Physical Demands, Working Conditions, and Travel Requirements**

**Physical Demands:**

* Occasional pushing, pulling, or lifting items up to 20 pounds, using proper body mechanics
* Infrequent overhead lifting of objects up to 10 pounds
* Occasional lifting or carrying objects up to 20 pounds
* Frequent sitting for long periods of time
* Frequent use of hands and fingers / manual dexterity and hand eye coordination consistent with typing, operating a computer, telephone, and general office equipment
* Hearing and vision acuity necessary to perform most duties, including color vision and ability to focus
* Frequent talking by phone or in person

**Working Conditions:**

* May work independently and/or in a group setting without direct supervision
* Must have reasonable flexibility with hours of work to serve the needs of the clinic and patient populations served and occasional meetings outside of the normal clinic hours
* Subject to many interruptions, changes in processes, and priorities
* Potential exposure to communicable disease, bodily fluids, and substances typically found in a clinic environment
* May require dealing with difficult and unpredictable situations and individuals
* Subject to organizational vaccination and employee health screening policies
* Regular use of PPE in clinic environment

**Travel Requirements**

* Occasional travel locally and regionally for meetings, conferences, and training

*The above information is intended to describe the most common aspects of the job.  It is not intended to be construed as an exhaustive list of all responsibilities, duties, and requirements of the job.  UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises.  Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.*

***My signature below acknowledges I have reviewed and understand the job duties and that I have received a copy of this job description.***

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| **Employee Signature:** | **Date:** |
| **Manager/Supervisor Signature:** | **Date:** |