

# PARTNERS 4KIDS

**Position Title:** Patient Services Representative

**Reports to:** Office Manager or Medical Director

**Position Goal:**

The primary purpose of this position is to positively represent the practice to customers, visitors, vendors, and the medical community by providing operational support to the Medical and Administrative team.

**Nature and Scope:**

This position is a highly visible operational support position within the practice that requires great customer service, good attitude, close working relationships with the medical and administrative team, patients, customers, and the community.

**Qualifications:**

Preferred college degree or one year certificate from technical school **or** 1-2 years related experience, education, and/or training in health care administration. Prefer strong knowledge of medical terminology, billing, posting payments, and third party insurance payers. Accurate computer skills including data entry, electronic mail, word processing, spreadsheets, are essential.

**Duties and Responsibilities:**

- Must be able to multi-task, set priorities within busy office setting
- Provide excellent customer service to our patients, their parents, and the medical team.
- Manage patient flow.
- Process customer payments, maintain customer account records
- Answer customer questions regarding billing, service problems
- Resolve delinquent account balances.
- Correct errors and discrepancies on customer billing as necessary.
- Make and maintain patient appointment system, including scheduling and confirming appointments, recording arrivals, cancellations and no shows, and follow-up as needed.
- Answer phone calls, referring callers to appropriate team member or taking messages.
- Open and close the office. Ensure office is tidy upon opening and ready for customers.
- Collect and verify demographic and insurance information.
- Prepare patient charts for upcoming visits including verification of insurance.
- Assist in communication of account, collections, and insurance information.
- Collect, record, and balance charges, payments, and receipts.

- Maintain medical records, including encounter forms, associated documents, and files.
- Maintain office supplies and forms.
- Contribute to policy and procedure development, and guidebook maintenance.
- Sustain an organized, safe, and clean work area.
- Comply with all policies, practices and procedures.
- Participate in proactive team efforts to achieve departmental and company goals.
- Perform other duties as assigned.

In addition, the patient representative must be able to or possess ability to:

- Read and interpret documents such as operational instructions, policies, and procedure manuals.
- Write routine reports and correspondence.
- Communicate effectively with customers, medical and administrative staffs.
- Calculate figures and amounts such as discounts, interest, deductibles and percentages.
- Handle multiple tasks simultaneously.
- Perform light physical activity of a non-strenuous, administrative nature that includes sitting, standing, or walking over majority of the time, with occasional stooping, kneeling, or crouching, climbing or balancing.
- Manual dexterity sufficient to reach/handle items and work with fingers.
- Physical ability to talk, hear, and see with or without reasonable accommodations.
- Physical ability to occasionally lift up to 25 lbs. with or without reasonable accommodations.

### **Work Schedule/Hours:**

Regular/normal work hours and days: Fulltime from Monday through Friday, between the hours of 8 A.M. and 5:00 P.M. may include some Saturdays and extended hours.

Please call 340-774-5437 or email [info@partners4kids.com](mailto:info@partners4kids.com) for more information on this exciting opportunity.