

Southwest College of Naturopathic Medicine & Health Sciences

JOB DESCRIPTION

If you are interested in this position please email resume to n.foster@scnm.edu

Position Title: Patient Services Representative	Date: 2/24/05
Department: #310 - Clinic Staff	FLSA Status: Non-exempt
Reports to: Patient Services Manager	

Position Purpose: Create a welcome and healing environment for patients who call and visit the medical center and promote and actively perform in ways that ensure high levels of satisfaction from patients, physicians and students and ensure high level patient access to services.

Supervises: None

Job Duties and Responsibilities:

Patient Scheduling Services

1. Assist with the daily patient visit reminder calls as needed and make recommendations to improve processes or success of these reminder calls.
2. Support the Patient Service Receptionists in answering phones and appointment scheduling. Provide an example to other staff about best practices in phone support and scheduling and consistently follow policies, procedures and guidelines developed for these areas. Identify opportunities for continual improvements in these areas and support implementation of improvements.
3. Assist with checking patients in and demonstrate high levels of patient engagement by following center policies on patient interaction and communications. Act as experts and teachers regarding patient checkout, rescheduling of patients, setting up patient recall reminders and communicating with physicians regarding their needs for scheduling and rescheduling.
4. Support supervisor with new employee training and help in improving training processes, handouts and guidelines.
5. Support supervisor as requested in schedule quarterly changes, shift closings, vacation notifications and assisting with ensuring shift coverage where possible.

Physician and Student Support for Patient Visits

1. Take the lead on maintaining the physician schedule book to keep up with new physicians, changes to physician schedules, services and interests. Ensure the scheduling system supports ND profiles.
2. Assist other staff in retrieving and distributing messages left on both the main voice mail and patient services voice mailbox.
3. Support Patient Services Receptionists with copying, posting and distributing patient schedules at the beginning of each shift and when changes occur and with daily pulling, setting up and distributing of patient charts for each practitioner.
4. Oversees and assists with stocking of rooms and trains new employees on stocking.

Patient-Centered Care and Marketing Activities

1. Ensure the SCNM Medical Center web site has the most current information regarding physicians and medical center services by periodic checking, eliciting information and facilitating corrections.
2. Is familiar with the patient survey results and other feedback opportunities to learn more about services and takes the lead in distributing and mailing patient-related surveys.

3. Actively promotes special programs or events such as the stress class, open house tours, physician shadowing and other special clinics and events and participates in events as needed.
4. Participates on task forces or committees associated with patient satisfaction, retention and marketing.
5. Supports Supervisor in evaluating processes at front desk to improve and align with patient centered care initiatives.
6. Ensures that patient center care initiatives being implemented and followed on evening rotations.

Administrative and Financial Support

1. When working morning shifts, responsible for opening the Medical Center prior to the start of the business day, turning on the lights, copier and retrieving the cash drawer from the safe and other necessary activities.
2. Collects appropriate payment from patient for services rendered and posts payments as allowed by the business practice management system. Has a high working knowledge of center charges and applies this knowledge when checking patients out by informing students/physicians or incorrect charges as feasible and informing the Business Manager every time there is a discrepancy.
3. Logs and manually balances the day's transactions, balancing the cash drawer and preparing the bank deposit and assists with posting as needed. Ensures the daily batching and deposit is correct and signed off by staff for that shift. Daily checks petty cash for front desk.
4. Takes the lead with ensuring office supplies are sufficient for daily operations of the center and investigates ways to improve purchasing, tracking and storing such supplies.
5. Has a working knowledge of the center monthly goals regarding patient revenues, patient new and return visit numbers.
6. Oversees the closing of the medical center, secures cash drawer and night deposits in the safe at closing. Turns off lights and copier, straightens waiting room, activates alarm system and secures doors at the end of the night shift.
7. Coordinates the center mail, prioritizes and distributes.
8. Assists the Supervisor with projects as needed and any additional filing or data entry.

Service and Regulatory Compliance

1. Create and support a positive work environment through personal conduct and communications that promote mutual respect, cooperation and enjoyable interactions with patients, physicians, students, peers, medical center department staff and administration.
2. Keep all patient information confidential at all times per HIPAA requirements.
3. Have a working knowledge of OSHA requirements and assist with ensuring requirements are met during restocking of rooms and checking rooms prior to opening the center.

Qualifications and Requirements

Education: High School diploma, AA preferred

Experience: 4 years customer service, medical setting preferred.

Skills and Abilities: Strong communication and customer service skills. Must be able to organize, prioritize, multi-task and manage payments. Training skills preferred. Computer literate.