



PATIENT SERVICES REPRESENTATIVE

We are seeking a reliable, hard-working professional with a positive attitude and an ability to multitask to join our Patient Services team.

Job Title: Patient Services Representative

Department: Scheduling

Immediate Supervisor: Patient Services Manager

Hours: 40 -- M-Th 8-4:30; Friday 8-4:00

Essential Job Responsibilities:

- Answers incoming phone calls for switchboard, new patients, and scheduling.
- Manage incoming faxes for CWHC and distribute to electronic health record appropriately.
- Process incoming electronic requests for appointments.
- Process requests for release of medical records.
- Process incoming paper records and referrals.
- Responsible for managing many electronic task lists and ensuring proper communication with patients and outside providers regarding patient results.
- Work as part of a cross-trained team, ensuring that every piece of the department is adequately covered.

Requirements:

- Must have exceptional computer skills. Team member must be confident and comfortable around a variety of electronic programs.
- Must be reliable and possess a positive, professional attitude.
- Ability to multitask and be flexible to a changing work environment.
- Must be able to communicate clearly, effectively and appropriately with providers, patients, and staff.
- Must have strong attention to detail and take pride in work produced.

Education & Experience:

- High school diploma or equivalent
- One year of customer service experience

Work Environment:

- Medical office environment. Involves frequent contact with patients and staff.
- 100% of job is done on the computer. Ability to work sitting or standing available.