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# Example of Patient Access Representative Job Description

Our company is hiring for a patient access representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for patient access representative

* Provides explanation of visit, instructions, and addresses concerns and questions
* Register patients for medical care
* Collect and confirm complete patient demographics, including current employer, emergency contact information, insurance and case-specific information
* Schedule appointments and assign appropriate length of visit per provider request
* Provide excellent customer service through prompt and thoughtful assistance to patients and families
* Understands scope of practice of each physician within the ophthalmology department
* Maintains knowledge of ocular anatomy and ophthalmic disease processes which would result in patients being scheduled with the correct ophthalmic sub-specialist based on the patient's complaint, disease, systemic illness
* Correctly schedules procedures, diagnostics testing, and appointments within the eye clinic, appropriately scheduling tests and physicians' appointments in appropriate order based on need for dilation or corneal manipulation
* Triages ophthalmology appointment calls correctly determining what sub-specialist the patient needs to see and the appropriate time frame for the patient to be seen based on his/her complaint
* Performs patient registration functions

## Qualifications for patient access representative

* Knowledgeable and experienced with various computers systems
* Meets with patient and/or patient's caregiver to exchange necessary information and documentation
* Communicates with referring provider's office, clinical department(s), and/or other appropriate personnel to exchange necessary information and determine schedule
* One year of experience working with healthcare registration, insurance and/or collection
* Computer knowledge, 35 wpm typing speed preferred
* Creates a customer service-oriented atmosphere by providing information, updates, and options to meet the patient needs