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# Example of Patient Services Representative Job Description

Our growing company is looking for a patient services representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for patient services representative

* Accurately collect, record, and ensure distribution of information to appropriate staff via computer and/or manual systems
* Perform clerical, scheduling, and records activities, often simultaneously, in support of patients and staff
* Respect Patient's Rights and Responsibilities and maintain the security and confidentiality of data and information used in carrying out daily activities
* May be required to float to other department/physician office sites as needed
* Assembles and distributes appropriate paperwork to patients, families, caregivers and clinical staff
* Triage questions and concerns from callers and forward to appropriate staff or department as needed
* Performs general clerical duties including, processing mail, taking inventory and ordering office supplies
* Activates provider orders (Alliance Lab only)
* May schedule patient appointments as ordered by clinician
* Verifies demographic, clinical and financial information with patient as required

## Qualifications for patient services representative

* Prior experience scheduling patient appointments
* Communicates effectively to patients, physicians and staff in a professional manner
* Provides clear, concise, pertinent reports/information
* Relays information related to patient care and conditions to appropriate staff in a timely manner.
* Maintains and organizes all patient and departmental information, patient care information in an orderly manner
* Answers telephone identifying self and department in a clear and concise manner