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# Example of Patient Services Job Description

Our company is growing rapidly and is looking to fill the role of patient services. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for patient services

* Ensure effective team communication both internal and external by communication device distribution, attending pager assignments, and provider/nursing secondary alert system (SANS) assignments
* As Unit Host, collaborate with Michigan Medicine Security Services and clinical team to manage visitor flow in and out of the ED
* As Unit Host, provide point of contact and support for patients and visitors waiting for treatment room assignment
* Utilize various online systems to order supplies and equipment for all ED treatment areas through collaboration and communication with various support services and the ED clinical team
* Serve as resource to nursing regarding patient food and nutrition services
* Willingness to challenge, and better yourself
* Screen new patients to provide appropriate navigation services
* The Patient Service Intermediate will obtain and evaluate patient demographic and financial information
* Float to cover all clerical areas within the Pediatric Cardiology clinic and provide coverage for the medical assistants as needed in the event of absences, breaks and lunch
* Provide exemplary customer service to patients, faculty and staff

## Qualifications for patient services

* Must be able to learn and pass competency test following EPIC EMR (Electronic Medical Records) training upon hire
* Responds positively to change, showing willingness to learn new ways to work
* A minimum of 3 years of direct clinical experience
* Must have a high school diploma or GED and minimum one year of clerical experience preferably in a health care setting
* Familiarity with clinical processes and procedures
* Experience in Practice Management and Electronic Health Record applications a plus