



Example of Patient Representative Job Description

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Our innovative and growing company is hiring for a patient representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for patient representative

- May apply splints, dressings and bandages
- Assisting with check-in/check-out when needed including auditing charts
- Maintaining records and logs on activities including in-house lab work, drug screens, and lab work sent out to other labs
- Keeps patients and visitors informed of clinic progress
- Leadership - Respond calmly and objectively to crises, thoroughly managing institutional risk and involving appropriate parties in investigational process with understanding of cultural differences and differing interests of involved factions
- Grievances/conflict resolution - Act as a grievance mechanism for patients/families promptly investigating and resolving identified problems with care/and or services
- Advocacy – Advocate for patients/ families who need assistance
- Documentation – Document patient/family perceptions of care for regulatory reporting and institutional performance improvement
- Education – Provide assistance and education to patients and staff on advance directives, particularly New York State and New Jersey advance directives including health care proxies
- Conducts comprehensive patient interviews by obtaining accurate information such as Social Security Number, name, address, phone number, e-mail address, employer, guarantor data, emergency contact name and phone number, third party payer, , while verifying applicable information via on-line software

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- Less than one year of medical office experience is required
 - 3 years in human services, conflict resolution, or problem solving
 - Knowledge of revenue cycle components and his/her role in the ability to impact the overall
 - Greets and registers clinic patients and provides excellent customer service to
 - Prior experience with medical billing and cash posting is preferred
 - Ability to work independently and prioritize duties