



Example of Patient Representative Job Description

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Our innovative and growing company is looking for a patient representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for patient representative

- Check-In & Out/Scheduling Procedures – Schedules, reschedules, and coordinates appointments using the hospital systems by performing visit notifications of patients, conducts pre-registration of patients as needed, inputs and/or updates accurate patient information
- Insurance Verification/Benefit Explanation--Conducts insurance verification and benefit explanation by running eligibility on patients, perform ABN completion
- Reports (Medical & Maintenance --This position must also maintain initial plane of care (signatures,), and is responsible for inputting daily and monthly statistics and communication any medical records issues
- POS Collections & Patient Counseling--Collects and post payments and issues receipts
- Charge Entry —Completes UB value codes, inputs daily charges and reconcile charges
- Acts as a liaison between patients and family members/significant others to ensure optimum satisfaction with services
- Proactively works to prevent complaints and grievances by serving as a conduit to other departments/areas and advising of the most effective ways to promote patient satisfaction and address and/or resolve patient dissatisfaction
- Explains policies and procedures to patients and refers them to the proper services

- Identify and assess problems that arise

Qualifications for patient representative

- Four (4) years general office experience, with at least one-year electronic scheduling and billing experience is required with a high school diploma or equivalent
- No experience is required with an Associate's degree
- Customer experience required
- Keyboarding skills 40 wpm minimum
- Participation in workplace activities beyond job basics, as qualifications permit
- Ability to cover other practices based on need