



Example of Patient Representative Job Description

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Our company is growing rapidly and 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

- Interpret and explain to patients and their families the policies and procedures of the hospital and health system
- Advise and counsel managers and directors about the concerns expressed by patients
- Assess complaints to evaluate adjustments of bills of service and reimbursements to patients
- Advise, counsel, and interact with staff about the concerns expressed by patients, while assisting the staff with being sensitive to the patients' individual human needs while in the healthcare system by producing orientation and training programs
- Maintain patient rights and assess issues that may have breached these rights
- Adhere to and monitor regulatory requirements from Centers for Medicare and Medicaid Services on notification of patients and families on follow up of complaints and grievances
- Provides/facilitates education and training on Customer Service, Grievance/complaint process and regulations and Service recovery across the organization to assist with departments to meet their goals and customer service outcomes
- Establish and maintain effective working relationships with leaders and staff at all levels with the organization to support daily continuous improvement and the compliance with timely complaint and grievance resolution
- Function as part of the mechanism for investigating patient-care complaints that may involve the health system or medical staff

Qualifications for patient representative

- Experience using microcomputer dental practice management system or equivalent, word processing and spreadsheet programs
- Ability to work within a team setting ability to work independently
- Hospitality industry or public relations experience preferred
- Must be friendly, people-oriented, outgoing, highly visible, optimistic, professional and accessible to patients/families, physicians, staff, volunteers, and community
- Must have exemplary written and verbal communication skills
- Presentation and classroom instructional skills