



Example of Patient Service Rep Job Description

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

Responsibilities for patient service rep

- Obtains chart 1-2 day(s) prior to appointment
- Associates degree in a healthcare related field of study preferred
- Healthcare software computer programs preferred
- Greets patients
- Observes patient waiting room, recognizes patients waiting for extended time periods
- Schedules patient appointments in the EMR per provider protocols and patient preferences
- To provide efficient and quality work, excellent customer service and physician/clinician support through a variety of office duties
- Primary responsibilities include obtaining prior authorizations
- This position will work primarily in the call center to answer incoming calls and schedule appointments
- Responds in a courteous and timely manner to phone, mail and in-person inquires

Qualifications for patient service rep

- 2 years of relevant front-desk and customer related experience in a healthcare facility or 3 years in a front-end customer service position preferred
- High School Diploma or College level course work preferred but not required
- Heartsaver within 30 days of hire

- Must have the ability to organize and perform multiple tasks in a timely manner