



# Example of Patient Service Representative Job Description

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Our innovative and growing company is looking to fill the role of patient service 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 service representative

- Notifies patients of lab results after direction from the RN
- Coordinates delivery of medication and supplies to patients to ensure timeliness of dosing
- Reviews supply inventory with patient for completeness and accuracy of use according to the IV policies of CCHC
- Documents requests for refill per CMS guidelines
- Communicates supply usage issues to home nursing staff and works with nurses, pharmacists and pharmacy techs to
- Ensure appropriate inventory
- Schedules equipment exchange according to the preventative maintenance calendar as outlined by the manufacturer
- Maintains active patient roster
- Maintains patient and equipment records in accordance with regulatory guidelines as outlined by JCAHO, CMS
- Participates in company performance improvement activities

## Qualifications for patient service representative

- Coordinates with SJH HIM department to release medical records
- Participates in Craneware denials for billing/reimbursement/revenue cycle processes

- Courteous interaction with all customers and co-workers
- Supports and promotes the values and mission of the organization
- Position is primarily seated at a desk using telephone, keyboard, and PC