



Example of Patient Service Representative Job Description

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Our company is hiring for a patient service 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 service representative

- Position may involve work at additional locations including Lutheran Hospital, Lakewood YMCA, and Fairview Gemini Recreation Center
- Notify appropriate of department on patient arrival or appropriate personnel immediately of all exams
- Verify/update changes in patient/physician/insurance information to ensure proper billing
- Calls next day patients to confirm appointments
- Obtains patient signatures on all pertinent forms
- Obtains proper authorization prior to release of confidential medical information
- Accurately message or transfers call to physicians and nurses when protocol indicated
- As appropriate accepts electronic payments
- Answer/transfer incoming phone calls
- Enter accurate information in the system

Qualifications for patient service representative

- Effective interpersonal and customer relation skills
- Basic computer operating knowledge required
- One year of office experience highly preferred
- Evening shift coverage required, minimum of 2 evenings per week up to 7pm

- PSRs must be competent and knowledgeable of duties within the medical office setting which may include filing, answering the telephone, patient registration, posting payments, charge entry, scheduling, third party payers requirements, ICD-9 & CPT coding, medical records processing, patient contact, transcription, and assists other personnel and physicians in all departments as needed