



Example of Patient Service Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position 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

- Obtain proper authorization and identification prior to release of confidential medical records
- Use clerical skills
- Answer telephones within three rings, prioritize calls and coordinates service
- Greets all patients with a warm and welcoming tone
- Demonstrates effective communication using AIDET techniques on every call
- Assist patients in understanding account balances
- Handle calls, resolving patient issues independently and in real time whenever possible
- Creates a positive patient experience at every encounter, attempting to resolve any issues or concerns of the patient at the time of the phone call within the scope of the role
- Provides outstanding and compassionate care and service, every step along the way, fostering teamwork
- Consistently meets productivity, schedule adherence and quality standards as set by management

Qualifications for patient service representative

- Must stand/walk/bend to retrieve documents from printer, file, and use

- Two years front office medical experience required with a strong emphasis in customer service, computer skills, and phones or completion of a medical receptionist or equivalent training program
- 3 years related healthcare, registration, physician billing, medical records and/or medical office experience preferred
- Previous customer service background required
- Human Arc's operating systems