



# Example of Patient Services Assistant Job Description

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Our company is growing rapidly and is looking to fill the role of patient services assistant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for patient services assistant

- Notify patients of appointment changes
- Verify insurance and guarantor information
- This position will work in our check out area collecting payment for services, scheduling follow-up visits which also includes chemotherapy treatments, radiology tests and other ancillary testing
- When needed escort patients to dressing room instruct on clothing changing procedures
- Review and participate in UHS emergency response procedures
- Prepare patient itinerary and all other appropriate correspondence for mailing
- The position makes a significant contribution to the annual PFS departmental goals relative to Michigan Medicine philanthropy, patient satisfaction and access to clinical services
- Provide various clerical support duties for the efficient daily operations of the Adult Pulmonary Function Lab
- Obtain insurance authorizations as needed for pulmonary function tests
- Complete patient check-in and check-out procedures

## Qualifications for patient services assistant

- Exhibit courtesy, exemplary customer service, and professionalism at all times when interacting in person or fielding and routing phone calls and other communications for patients, families, faculty, staff

- On-line appointment scheduling or completion of training course highly preferred
- 3+ years' experience in data entry or computer entry
- Experience in a patient care setting and familiarity