

## **Northwest Colorado Health**

### **Patient Care Representative**

**General Statement of Duties:**

Responsible for many aspects of preparing, scheduling, and fee collection of patients and clients in the clinic setting.

**Supervision Received:**

Reports to Patient Care Representative Lead or designated supervisor.

**Supervision Exercised:**

None.

**Essential Functions:**

1. Is responsible for scheduling and collecting financial data and fee collection for clients and patients accessing services at the clinic.
  - Interviews patients, clients, and relatives to obtain identifying information and other data required for admission to services.
  - Assigns patients and clients to appropriate program and provider when scheduling appointments.
  - Prepares fee collection, billing, and necessary paperwork when visits are complete; reschedules as needed or requested. Collect fees for various clinics and post to appropriate program. Provide receipts to clients and patients as requested.
  - Prepare daily deposit report as needed.
2. Provides high quality customer service to visitors, peers, clients, and patients in person, through electronic communication, and on the telephone.
  - Receives questions from clients, patients, family members, providers, and other organizations and follows established procedures to provide answers or refer calls to appropriate staff.
  - Greets visitors to the agency and assists them as appropriate.
  - Acts as a central access point for agency wide needs.
3. Performs general office duties as assigned.
  - Post marks outgoing mail and distributes in-coming mail everyday.
  - Responsible for maintaining appropriate levels of office supplies, ordering, and restocking as needed.
  - Assist with word processing and requested administrative tasks.
  - If required, act as a Deputy Registrar; processing birth and death certificates.

This description of responsibilities is intended to provide the essential functions of the position. These are only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

**Education:**

High school graduate or equivalent required. College degree and bilingual preferred.

**Experience:**

1. Previous experience in medical setting with practice management systems and electronic medical records.
2. Excellent computer skills, experience with a multi-line phone system.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling \$300,000 and valid Colorado driver's license.
2. TB Test and annual screening thereafter.

**Skills:**

1. Able to use multi-line phone system, including utilizing intercom system by pressing extension digits into keypad possibly 200-300 times per day.
2. Adequate hearing to answer phone, must speak clearly and loudly enough to be heard.
3. Excellent customer services skills.
4. Computer skills for accurate and complete data entry (scheduling, patient demographics, and financial information) in practice management system.

**Knowledge:**

1. Agency and community service knowledge preferred.

**Abilities:**

1. Can elicit appropriate information to route call from clients, community and employees.
2. Prevents, calms, or defuses irate callers by working with them to identify concern and properly direct calls.
3. To correctly distribute medical records and various papers to appropriate client chart or to the appropriate staff in office.
4. Professional manner in dealing with clients and confidential records. Maintains patient and client confidentiality at all times.
5. Accurately handles money and balancing functions daily.
6. Able to travel to perform necessary office errands.

**Equipment:**

1. Equipment includes multi-line phone system, fax, copy machine, typewriter, shredder, postage meter, and computer.

**Working Conditions:**

1. Job involves sitting for 80% of work day, excluding breaks and lunch. Rest of time is spent standing, reaching, or bending to retrieve various charts etc. Busy medical clinic with many distractions and constant interruptions.
2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
I have received the following job description for my present position.

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_