Position Title: Patient Services Coordinator

Reports To: Patient Services Team Leader

Position Summary: Responsible for greeting patients at check in desk. Obtains and enters accurate demographic and insurance information in order to ready patient charts for providers.

Essential Duties and Responsibilities:
- Greet and welcome patients and visitors to facility in a warm, friendly manner
- Validate identity of patient in compliance with HIPAA regulations
- Update patient demographics and obtain signatures for Consent to Treat, Office Policies and HIPAA information as required
- Assist patients with OBERD forms; updating medical histories and episode of care information
- Enter all pertinent data into patient’s chart
- Obtain new or validate current insurance information or method of payment from patient at each visit
- Collect appropriate copays, payments on accounts and payments for cash and carry supplies and post to patient’s account
- Answer questions regarding patient balances
- Maintain an accurate accounting of all payments taken
- Tally daily payment intake totals
- Be accountable for individual money drawer and making change as needed
- Organize and keep a plentiful inventory of all paperwork needed at the front desk
- Screen visitors and assist with questions and requests
- Answer telephones as necessary
- Communicate with providers, medical assistants, financial counselors, patient resource coordinators and other support staff as needed
- Participate in the rotation of late nights and Saturday clinics with the ability to work flexible schedules to meet clinic needs

Secondary Duties and Responsibilities:
- Assist check-out with return appointments when possible and as needed
- Assist with charge and payment posting, fax checking, batch filing and any other tasks assigned by the Patient Services Team Leader and Director of Operations
- Perform related work as required
- Assist with projects as directed by the Patient Services Team Leader and the Director of Operations
- Attend Department and Team meetings as required
Attend OV Continuing Education classes as required

**Practice Duties and Responsibilities:**
- Always be open for ways to make OV more efficient; a better environment for everyone
- Treat patients, their families, visitors, team members, management and physicians with respect and dignity
- Maintain a clean and safe working environment; work stations should be organized and free from clutter

**Physical Demands:**
- Ability to sit or stand for long periods of time
- Ability to react quickly to emergency situations

**Performance Requirements:**
- Ability to communicate effectively, both verbally and in writing
- Proficient computer and typing skills
- Proficient interpersonal skills
- Skill in establishing and maintaining effective working relationships with patients, medical staff, payers and team members
- Strong desire to work with the public

**Education:** No minimum requirement

**Experience:** None required

**Certificate/License:** None required

**Disclaimer:** The above statements are intended to describe the general nature and level of work performed in this position. Additional duties and responsibilities may be assigned as needed.