

<b>Job Title:</b>	Patient Services Advisor (PSA)
<b>Reports To:</b>	Clinical Office Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Days/Hours of Work</b>	This is a full-time position with an expected eight (8) hour workday. A typical workweek is Monday-Friday 7:30 a.m. – 4:00 p.m., however, the position may be required to work flexible hours, additional hours and some weekends.
<b>Location</b>	Community Health Northwest Florida, Administration, as assigned

## Position Announcement

### **JOB PURPOSE**

The Patient Services Advisor (PSA) attends to Community Health Northwest Florida (CHNWF) patients and visitors by greeting and helping them in a professional, friendly and warm manner. For each patient encounter engages the patient in a positive and welcoming interaction. Gathers patient information, verifies and ensures the CHNWF (Practice Management) Electronic Health Records are up to date and accurate, collecting co-pays (payments) as required and assisting the patient, visitor or customer in their visit.

### **ESSENTIAL FUNCTIONS**

1. Greets each patient/client/visitor to the clinic in a manner that is helpful and friendly, making eye contact with a genuine warm welcome when they enter the office, regardless of the individual's demeanor or how busy the office is;
2. For each patient interaction applies the AIDET patient communication framework (A = Acknowledge I= Introduce D= Duration E = Explanation T = Thank You);
3. Promptly determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s);
4. When attending to a new patient visit or updating information for an existing patient, politely informs patient of adequate information that must be presented at time of visit;
5. Ensure all forms are explained to the patient and assist when needed;
6. Perform search for patient by utilizing more than one search criteria before creating a new chart;
7. Perform all duties in a professional and efficient manner;

8. Ensures they use their personal cellular phones and/or tablets while on breaks and do not use them while working and during patient interaction;
9. Contributes to team effort by working in a cooperative and positive manner to get the work accomplished;
10. Protects patients' rights and ensures confidentiality by practicing privacy protocols in accordance to Clinic policies and HIPAA requirement to include maintaining confidentiality of personal and financial information;
11. Assist patient with arranging transportation when needed;
12. Assist patient with language interpretation services when needed;

#### **Registration Tasks and Functions**

13. Supports Scheduling Specialist daily;
14. Participate in daily huddles as directed by site management;
15. During check-in, provide/explain ECC's process of registration (*Phressia*) and relay importance of updating incorrect data at each visit;
16. Assist patient with Primary Care Physician changes as appropriate;
17. Identify and verify method of payment and collect co-pays if applicable;
18. Explain and assist with application for CHNWF's Sliding Fee Program if applicable;
19. When scheduling appointments, carefully screens patients for all personal, medical and financial information as required such as a new address, change of insurance, etc. and enters all data into required fields in the Additional Info Tab correctly.
20. Verify patient demographics, i.e., date of birth, address, correct spelling of name, social security number;
21. Copies Identification and Insurance Cards and ensure the copy is scanned into patient medical health record;
22. Enter notes as needed pertaining to current payments and payments on outstanding balances specifying date of service, voucher or encounter where payment needs to be applied;
23. Keeps patient appointments on schedule by notifying provider or clinical support staff of patient's arrival; reminding provider of delays;
24. Notifies billing when a patient provides new/change in insurance information that may affect the

previous balance(s);

25. Daily open and close payment batch (do not open or close other registration staff batches) to ensure accuracy of accounting;

26. Verifies insurance of patients as accurate and still in effect using the numerous tools available (e.g.. Medicaid portal);

27. Communicates with clinical staff if patients leaves without being seen by a provider or when patient misses an appointment and indicates it properly in the practice management system;

28. Adheres to all Clinic policies on safety and security;

29. Maintains patient waiting areas, office files, and front-desk areas in a manner that is organized and neat;

30. Attends scheduled department staff and clinical meetings;

31. Adheres to all CHNWF policies and procedures including tardiness, scheduled and unscheduled absences, dress code, etc.

32. Other duties and tasks as needed to ensure the continued functioning of the organization.

**SUPERVISION**

Not Applicable

**OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**MINIMUM REQUIREMENTS**

Associates Degree or comparable on the job experience in working environment to be knowledgeable and proficient as a professional;

Billing Certification or comparable on the job experience in medical billing environment to be knowledgeable and proficient as a professional ;

Experience with electronic health records, and patient registration in a medical setting;

Skilled in customer service and interpersonal communication with diverse individuals from all socioeconomic backgrounds;

Proficient with Microsoft Word and Outlook.

**PREFERRED EDUCATION AND EXPERIENCE**

Customer service skills and training;  
Medical Office experience.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

Demonstrates professionalism and strong customer service skills;  
Demonstrates ability to problem solve and execute to achievement;  
Ability to learn registration essential functions and apply accurately, professionally and courteously;  
Skilled and able to demonstrate verbal and written proficiency in communications;  
Proficient in multi-tasking and time management.

#### **PROFESSIONAL ATTRIBUTES**

Professional and business style that is results oriented, open and transparent;  
Commitment to providing high quality healthcare to patients in underserved communities;  
Flexibility;  
Unquestioned integrity;  
Strong planning, organizational and change management skills;  
Ability to work effectively in a team environment;  
Clear, concise and persuasive writing, communication, listening and presentation skills;  
An orientation and commitment to deadlines and details;  
Demonstrated ability to work effectively with employees at all levels;  
Excellent and detailed research and analytical skills;  
Able to interpret complex rules and regulations;  
Decisive and exercises good judgment under pressure;  
Ability to manage a diverse and demanding workload;  
Ability to work in a fast-paced environment;  
Must have the demonstrated ability to deal with highly confidential information.

#### **WORKING ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

#### **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

#### **PROFESSIONAL EXPECTATIONS AND COMPETENCIES**

**Dignity & Respect.** No matter the circumstance, we treat everyone with the utmost respect they deserve in a professional manner.

**Quality.** Our promise is to deliver uncompromising quality care and service to all our patients.

**Compassion.** We are caregivers first, serving the needs of our patients in a welcoming and positive environment.

**Empowerment.** We empower people to be proactive in their care and envision their own picture of health.

**Community.** Our responsibility to our community is what drives us forward.

**Commitment.** We are committed each and every day to bring our vision of a healthy community to life.

#### **AT- WILL EMPLOYMENT**

ECC is an At-Will employer. This means that either you or ECC can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Executive Director of ECC.