

 <p>CHATHAM ORTHOPAEDIC ASSOCIATES, P.A.</p>	<p>Job Description</p> <p>Patient Representative</p> <p>Support Services Associate I</p>	<p>Effective Date:</p> <p>Reports To: Manager of Admin Services</p> <p>Revision Date/s:</p>
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I. Job Summary

Under the general supervision of the Manager of Administrative Services, courteously and efficiently receives patient and visitors; effectively processes and maintains patient information, physician schedules and communications. Works to continually improve practice operations.

II. Essential Job Responsibilities

Receives patients upon arrival, checks patient into practice management system and pulls paper medical record if applicable.

Assures all demographic, insurance and medical history information is updated and entered; reviews scanned cards in system to ensure current insurance benefit cards are entered before clinical staff are notified of patient's arrival.

Notifies Patient Account Representative of any changes made by patient.

Collects all co-pays at the time of patient check in; documents reason for nonpayment on encounter.

Checks out patients upon completion of visit; schedules follow-up appointments; ensures encounter forms are completed.

Balances credit card receipts and cash co-pays at the end of the day.

Ensures all new patients have records routed to clinical staff with encounter.

Batch prints all paper forms needed for office visits one day prior to appointment.

Batches all encounter forms with daily schedule and ensures all forms are collected for charge entry.

Copies and distributes schedules.

Labels and stuffs envelopes as needed.

Copies and supplies each area with appropriate paper forms.

III. Other Job Responsibilities

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

IV. Minimal Qualifications

Education

High School Graduate

Experience

Entry level

V. Independent Action

Under general direction, functions independently in coordination of assigned duties. Refers to director as appropriate on clarification of practice policy and procedure.

VI. Supervisory Responsibility

None

VII. Human Relations/Customer Communications

Communicate verbally and written with employees, physicians, patients, patient family members and public as a representative of the practice.

VIII. Personal Protective Equipment

Personal Protective Equipment (PPE) is provided by practice, and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

IX. Occupational Exposure Statement

Category III Exposure Statement: No risk for contact with blood and body fluids for these positions.

X. Americans with Disability Act Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case by case basis.

XI. Statement

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.

Review/Approvals:

Angie Greene
Manager, Administrative Services

Date

As an employee in the above referenced position, I have read, understand, and agree to abide by the job description stated within.

Employee

Date