

 <p>CHATHAM ORTHOPAEDIC ASSOCIATES, P.A.</p>	<p><b>Job Description</b></p> <p><b>Patient Representative</b></p> <p><b>Support Services Associate I</b></p>	<p><b>Effective Date:</b> 01/01/2013</p> <p><b>Reports To:</b> Revenue Cycle</p> <p><b>Revision Date/s:</b> 1/28/2025</p>
---	---	---

**I. Job Summary**

Under the general supervision of the Revenue Cycle Admin Management, 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, ensures patient information is completed in registration software, checks patient into practice management system and make the patient “ready” for the clinical team.

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 and patient balances 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.

Calls patients who have not completed their online registration one to two business days prior to appointment to request their completion prior to arrival.

Make sure all registration has been texted or emailed to the patient.

Balances cash and check payments 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.

Copies and distributes schedules.

Labels and stuffs envelopes as needed.

Copies and supplies each area with appropriate paper forms.

**Other Job Responsibilities**

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

**III. Minimal Qualifications**

**Education**

High School Graduate

**Experience**

Entry level

**IV. Independent Action**

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

**V. Supervisory Responsibility**

None

**VI. Human Relations/Customer Communications**

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

**VII. 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.

**VIII. Occupational Exposure Statement**

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

**IX. 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.

**X. 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:**

\_\_\_\_\_  
Tosca Morgan  
Manager, Revenue Cycle

\_\_\_\_\_  
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