Employee Name:  
Job Title:  PATIENT ACCESS REPRESENTATIVE  
Effective Date:  
Reports To:  VP OF OPERATIONS OR NAMED SUPERVISOR

ROLE SUMMARY:  The Patient Access Representative may work either remotely or in the physician’s office and is responsible for scheduling patient appointments and registering patients

ESSENTIAL DUTIES:
1. Schedule appointments – Answer the phone line dedicated to scheduling appointments and schedule return to clinic appointments.  Schedule the patient’s appointments in the Onpoint Practice Management software.  If the patient is new to the clinic, register the patient by collecting the patient’s demographic information.
2. Check-in patients as they arrive at the doctor’s office. Verify the registration information and scan the insurance cards and supporting documents into the Onpoint system.  Explain the doctor’s financial responsibility policy to the patient.
3. Collect Copayments and balances, as necessary.
4. Insurance verification – confirm the accuracy of the patient’s insurance information either online or by calling the carrier.  For private carriers that require pre-authorizations or referrals, inform the client’s staff to obtain the pre-authorizations or referrals.
5. Appointment Reminders – confirm appointments prior to each visit
6. Sort and scan, carrier and patient mail received by the doctor’s office including checks, remittances and correspondence into the Onpoint system.
7. Abide with HIPAA and PHI guidelines at all times

SKILLS, KNOWLEDGE, AND ABILITIES:
1. Must have excellent verbal, written and interpersonal communication skills and must be comfortable working with patients.
2. Proficient with Windows, MS Office, Outlook and Internet Explorer
3. Excellent organization skills and attention to detail
4. Demonstrates an independent work initiative, sound judgment, strong work ethic and is a team player.
5. Ability to handle multiple tasks simultaneously

MINIMUM REQUIREMENTS:
1. High school diploma or GED
2. Six months of experience in a health care setting.
3. Experience in patient registration or patient scheduling a plus
4. Must have a valid Hawaii Driver’s License and the ability to drive to and from practice locations.

The above statements are intended to describe the general nature and level of work performed by people assigned to this job.  They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified and employees may be required to perform other duties as assigned.

Print Name:  
Signature:  
Date:  