



JOB DESCRIPTION

Job Title: Patient Service Representative

Closing Date: Until filled

Apply: jobs@schc.net, please state which job you are applying for

Contact: Kelsie Bolaño 385-955-6539

Locations: Salt Lake City, UT

General Summary of Duties: Responsible for all front office functions including customer service, patient registration, insurance verification, cashiering, appointment scheduling, answering telephones, filing, computer work, and handling medical records.

Supervisor: Practice Manager

Supervisory Responsibilities: None

Major Responsibilities/Tasks:

1. Welcomes patients/clients/visitors, determines purpose of visit and directs them to the appropriate person or department.
2. Checks in patients and properly documents registration.
3. Verifies insurance and verifies patient demographics.
4. Schedules, cancels, and reschedules patient appointments.
5. Collects co-pays and cash from patients, gets authorization on credit cards.
6. Enters charges, payments, and balances into the computer.
7. Files and retrieves medical records. Copying and faxing duties.
8. Practices and adheres to the Mission, Vision, and Values Statement.
9. Reads, understands, and adheres, to all Sacred Circle Health Care policies and procedures.
10. Responsible for keeping patient waiting areas, office, and files clean and organized.

EDUCATION: A high school diploma or GED is required.

EXPERIENCE: Minimum one (1) year of experience in a customer service or reception position, preferable in a medical office setting.

REQUIREMENTS: Spanish and Arabic speakers needed in Salt Lake City, UT.

KNOWLEDGE, SKILLS, & ABILITIES: The jobholder must demonstrate current competencies applicable to the job position.

1. Knowledge of basic office equipment including fax machine, copier, computer, telephones, etc.
2. Ability to handle multiple priorities at once with minimal supervision.
3. Ability to comprehend and follow written and verbal instructions.
4. Ability to organize and communicate clearly.
5. Skill in developing and maintaining effective working relationships with patients, medical staff, and the public.
6. Ability to react calmly and effectively in emergency situations.
7. Ability to interpret, adapt, and apply guidelines and procedures.
8. Ability to maintain confidentiality of patient and employee information.

PHYSICAL/MENTAL DEMANDS/WORKING CONDITIONS: Normal office environment. Work is often performed under stringent timelines and some evening and weekend work may be required. Frequent exposure to communicable diseases or body fluid. Requires full range of motion including manual and finger dexterity and hand-eye coordination. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

PHYSICAL DEMANDS, WORKING CONDITIONS, ESSENTIAL FUNCTIONS:

✓ Manual Dexterity	✓ Repetitive arm/hand movements
✓ Color Vision	✓ Exposure to communicable diseases
✓ Sight Acuity – far, near, depth perception	✓ Exposure to blood borne pathogens
✓ Ability to work under stress or in emergency situations	✓ Sitting for long periods of time
✓ Reaching, bending, stooping, kneeling, crawling	✓ Hear alarms/telephones/tape recorder
✓ Sense of smell/taste	