



JOB DESCRIPTION

Job Title: Health Transporter/Patient Service Representative

General Summary of Duties: This position would mainly be responsible for providing transportation services via SCHC vehicles for patients that need transportation to and from the clinic within a five-mile radius. When there are no patients needing to be transported this position would fill in as a Patient Service Representative.

Supervisor: Practice Manager

Supervisory Responsibilities: None

Contact: Kelsie Thompson 801-682-2518

Closing Date: Monday, February 11, 2019

Major Responsibilities/Tasks:

1. Transport patients to their scheduled appointments safely.
2. Assist the patient in and out of the transport vehicle if needed.
3. Must abide by HIPPA Laws (confidentiality).
4. Must be courteous to the patient always.
5. Subject to random alcohol and drug testing.
6. Welcomes patients/clients/visitors, determines purpose of visit and directs them to the appropriate person or department.
7. Checks in patients and properly documents registration.
8. Insurance verification and verification of patient demographics.
9. Scheduling, canceling, and rescheduling patient appointments.
10. Collecting co-pays and cash from patients, getting authorization on credit cards.
11. Entering charges, payments, and balancing the day in the computer.
12. Filing and retrieving medical records. Copying and faxing duties.
13. Practice and adhere to the Mission, Vision, and Values Statement.
14. Read, understand, and adhere to all Sacred Circle Health Care policies and procedures.
15. 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, preferably in a medical office setting.

REQUIREMENTS:

1. Must be over the age of 25.
2. CPR/First Aid Certified or obtain within 30 days.
3. Must have a valid Driver License.
4. Provide current driving record from the DMV.
5. Background check will be required.
6. Able to lift to 75 pounds.

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. Skill in developing and maintaining effective working relationships with patients, medical staff, and the public.
3. Ability to handle multiple priorities at once with minimal supervision.
4. Ability to comprehend and follow written and verbal instructions.
5. Ability to organize and communicate clearly.
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.

ENVIRONMENTAL/WORKING CONDITIONS: Most work is performed in an office environment; however, routine clinical operations monitoring may involve exposure to infectious, communicable diseases and hazardous materials, waste gases and blood and body fluids. Frequent exposure to water and chemicals used in disinfection/sterilization process. Exposure to noisy equipment.

PHYSICAL DEMANDS, WORKING CONDITIONS, ESSENTIAL FUNCTIONS

✓ Manual Dexterity	Exposure to toxic/caustic/chemicals, detergents
✓ Full range of body motion to maneuver weight of patients	Exposure to extreme conditions (hot/cold)
Standing, walking	Exposure to dust/fumes
✓ Repetitive arm/hand movements	Exposure to x-ray, electromagnetic energy
✓ Color Vision	Exposure to high pitched noises
✓ Sight Acuity – far, near, depth perception	✓ Exposure to communicable diseases
✓ Push/pull weight up to 75 pounds	✓ Ability to work under stress, or in emergency
Carry up to 100 pounds	Lift up to 100 pounds
✓ Sitting for long periods of time	✓ Sitting for long periods of time
✓ Hear alarms/telephone/tape recorder	✓ Sense of smell/taste