

**Oconee Valley Healthcare
Patient Account Representative
Job Description**

JOB TITLE: Patient Account Representative
REPORT TO: Medical Office Manager
SUPERVISES: None

DATE LAST REVISED: 3/26/2019

SUMMARY

The Patient Account Representative is an important member of the patient care team as they are usually the first point of contact with the patient and their family. The Patient Account Representative will receive the patient (and their family) and direct them to services needed.

RESPONSIBILITIES:

Patient Registration

- Greets patients and their families in a friendly and professional manner.
- Collaborates with patient and their family to gather and/or validate all necessary demographic and insurance information for inclusion in Athenahealth.
 - Assists new patients in the completion of registration forms, as needed.
 - Obtains address, date of birth, race, ethnicity, language, diversity, insurance, telephone numbers, primary care physician, and other pertinent data for each patient
 - Reviews all patient information with patient ensuring that all information is correct.
 - Assists patient with the selection of a Primary Care Provider, as needed
 - Provides language appropriate registration forms to patient, as needed
 - Documents in Athenahealth if the patient requires interpretive services or has other communication needs
- Provides orientation to new patients to the practice, including reviewing Medical Home Responsibilities with the new patient, patient's family, and/or patient's caregiver.
- Obtains a copy of all appropriate insurance cards for inclusion in the medical record. Verifies program eligibility for each date of service.
- Provides an appointment for patients with the Eligibility Coordinator to ensure slide documentation is complete and a copy of slide information is updated in each household members chart and in Athenahealth.
- Encourages the patient to sign up for the Athena Patient Portal; if interested guides the patient through the Patient Portal sign-up process.
- Encourages patient to complete Patient Satisfaction Survey at the end of the patient visit
- Provides patient with electronic copy of their Health Record within 3 business days of request
- Ensures visit summary are updated and made available to the patient via updates to their portal or providing printed copies.

Patient Follow-Up

- Reviews medical records for one year demographic update.
- Checks for slide expiration when making appointments for patients.
- If slide information is not current or is incomplete, remove slide type from patient record in Athenahealth.

- Makes reminder calls to new and established patients scheduled for appointments at least one day prior to the scheduled time.
- Checks insurance status of all new patients and advises them what information needs to be brought with them for their appointment.
- Marks patients as “no show” and follows-up on “no show” patients, as necessary via telephone calls and “no-show” letters.
- Prepares and maintains supply of new patient medical record forms.

Coordinate Patient Communication, Patient Scheduling

- Answers the phone in a timely and courteous manner, screens calls, takes messages, and provides information.
- Messages will be taken in the appropriate format, per policy. Messages are taken by patient cases through Athenahealth and forwarded to the appropriate nurse.
- Schedules appointments through telephone calls, in a professional manner, within the scheduling guidelines, including scheduling same day appointments according to policy (same day appointments for urgent and routine care).
- Appointments will be scheduled with all relevant patient data including patient name, phone number, reason for visit, etc.
- Forwards faxes received from Administrative Offices to nurses assigned on a daily basis.
- Coordinates with Nursing Staff to ensure smooth patient flow and cut down on waiting time.
- Participates in huddle meetings.
- Direct walk-in patients and emergencies as per established policies and procedures.
- Gives routine non-medical instructions in preparation for the patient visit.
- Maintains confidentiality of all patient information according to federal guidelines and regulations.

End of Day Processing

- Reconciles individual cash/check and credit card transactions against Reconcile Payments in Athena
- Ensures eligibility issues are updated and addressed for next day encounters
- Ensures green Missing Slip issues are addressed for the day
- May create department deposit to include processing batch payments, reconciling individual deposits, creation of deposit tickets, and securing actual department deposit.

Performance Improvement/Ongoing Training

- Provide input/feedback to Front Office representative on the Performance Improvement Committee
- Submit Performance Improvement Form(s) to share ideas on improvement of workflow, improvement of patient care experience, etc.
- Participates in daily huddle meetings
- Attend initial training and ongoing training as assigned by the supervisor to increase knowledge related to job position, patient safety, patient communication, etc.

EDUCATION, ESSENTIAL SKILLS AND EXPERIENCE:

- High school graduate or GED with at least one (1) year experience in reception, preferably previous patient contact work in a medical practice.
- Knowledge of medical terminology is desirable.
- Individual must have the ability to multi-task in a demanding office environment with a proven track record of providing professional customer service over the telephone and in a personal setting.
- Word processing and computer experience required.

- The position requires the ability to speak clearly and concisely, and the ability to read and follow oral and written instruction. Individual must be highly organized and have the ability to handle conflict in a calm and professional manner.
- Must have own transportation and be willing to travel to different practice locations during the course of the work week.
- Office Hours: Mon. thru Fri. 7:30 a.m. to 6:00 p.m. with requirements for flexibility of hours due to patient scheduling.
- Same day and overnight travel required for meetings and trainings.
- A background check and drug screen may be required for this position.

Requires sitting or standing for long periods of time, working in an office and clinical environment. Able to stoop, kneel, bend at the waist, and reach on a daily basis. Ability to lift and move up to 25 pounds occasionally. Working under stress and use of the telephone required. Manual dexterity required for use of calculator and computer keyboard and other office machines. Hearing and vision corrected to normal range. Must be a team player and possess excellent customer service skills.