



# GREATER VALLEY HEALTH CENTER

**Greater Valley Health Center (GVHC) recognizes employees are at the heart of our ability to meet the needs of our patients and community. We invite every employee to contribute at the highest possible level. This position description is provided to outline the primary duties, qualifications, and job scope. It is not intended to limit the employee or GVHC to just the work identified. We expect each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavours.**

It is the policy of this facility to provide equal opportunity to persons regardless of race, religions, age (over 40), gender, disability, veteran, genetic information or any other classifications in accordance with federal, state, and local statues, regulations and ordinances.

Job Title	<b>Patient Access Representative</b>		
Pay Grade		Schedule	Mon-Fri, varied between 7:00am-6:30pm
Working hours per week	40		
Reports to (job title)	Patient Access and Billing Manager	Non-Exempt/Exempt	Non Exempt

**Job purpose** *(Why does the job exist? What is it there to achieve or deliver?)*

Initiates the process for admitting patients to Greater Valley Health Center by collecting pertinent information to ensure accurate and complete billing in compliance with policies and regulations. Coordinates appointments and documentation to facilitate the smooth functioning of the healthcare delivery environment and support the delivery of quality patient care.

**Knowledge, Skills & Experience** *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Minimum of a high school diploma; Associates Degree preferred.	Essential
Experience	One (1) year relevant experience or training preferred. Experience with electronic health records preferred.	Desirable
Knowledge & skills	Knowledge of general office practices and procedures Knowledge of the operation of personal computers Excellent customer service skills Strong organizational skills Strong multitasking skills,	Essential
Abilities	Ability to listen effectively and express oneself in a clear and articulate manner Ability to work under pressure and react effectively to emergency situations	Essential

	Ability to communicate effectively to patients experiencing discomfort and stress Ability to use discretion while working with sensitive information	
Special Requirements	Able to adjust approach to meet a diverse set of patients' needs	Essential
Attitude & disposition	Able to develop appropriate patient relationships with a focus on achieving patient satisfaction. Strong work ethic, positive, caring, knowledge of cultural diversity and social determinants of health, team oriented.	Essential

### Main Duties and Responsibilities of the Role

Provides outstanding professional phone management skills; manages a multiline telephone system efficiently and politely, minimizing hold time.

Answers inquiries in a calm and consistent manner; connects patients to staff appropriately with items outside the scope of the reception staff.

Creates a welcoming atmosphere by greeting patients and visitors to the clinic.

Checks patients in for appointments while verifying demographic, financial, and insurance information accuracy and meeting HRSA requirements.

Assists patients in determining eligibility for sliding fee schedule discounts and links patients to insurance enrollment assistance when appropriate.

Informs patients of clinic procedures and policy.

Checks patients out from appointments and assesses fees for the services rendered, calculates sliding fee scale reductions, and collects payments in the form of cash, check, or credit.

Assists patients with payment plans.

Maintains records of monies received and balances payments with receipts.

Scans pertinent patient information into the electronic health record.

Obtains patient authorization for release of medical records and complies with all HIPAA and other federal, state, and local laws and regulations related to patient privacy.

Schedules appointments with the appropriate program, provider, and time slot to meet the needs of the patient while complying with licensing restrictions and requirements of the providers. Maximizes utilization of the schedule by appropriately scheduling walk-ins and those who may be on a waiting list.

Informs clinical, leadership, and any other related staff of scheduling, patient details, and potential service delays.

Compiles information from files, makes copies of documents, maintains medical files, and completes daily logs and monthly activity reports.

Maintains cleanliness of the waiting room and reception areas.

Performs related work as assigned.

### Working Environment (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Work is mainly performed in an office/clinic setting with computer/phone work and moderate noise. Standing, bending, sitting, lifting, stooping required. You may be required to travel to different clinic locations.

### Freedom to Act & Decision Making (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

Work independently to complete tasks; use sound judgment but ask questions if needed; show initiative for work/work flow improvements.

### Communication & Networking (*liaison with others, type and level of communications*)

Clear and detailed written and/or verbal communication with patients, patient family members, co-workers, and providers is required

**Finance/Resource Management** (*budgeting, forecasting*)

Use supplies efficiently.

**People Management** (*supervisory responsibility, human relations skills*)

Non-supervisory position

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

## Confirmation Section

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**Employee Signature**

Date:

.....  
**Print name**

.....  
**Supervisor Signature**

Date:

.....  
**Print name**

**CEO:**

.....  
If applicable

**Comments:**