



Patient Support Specialist

Department: Patient Support

FLSA Status: Non-Exempt

Grade/Level:

Work Schedule:

8 a.m. to 5:30 p.m., Monday, Tuesday, Wednesday and Thursday. 8 a.m. to 12:00 p.m. on Friday.

7 a.m. to 4:30 p.m., Monday-Thursday (Portland and Eudora Only)

However, additional hours may be required to complete duties, including Saturday clinic.

Job Status: Full Time

Reports To: Patient Support Manager

Amount of Travel Required: Up to 10%

Positions Supervised: None

POSITION SUMMARY:

The Patient Support Specialist works as a part of the care team and is responsible for performing clerical duties necessary to prepare patients for a visit, to arrange for payment, and to make follow up visits when necessary. The Patient Support Specialist is involved in continuous Quality Improvement practices and measures as set by Mainline Health Systems, Inc. and in which the practice focus is based on a Patient Centered Medical Home model of care.

Specific duties and responsibilities:

1. Greet patients in a courteous and professional manner and addresses questions.
2. Ensures patient confidentiality and provides patients with needed information.
3. Establishes that each patient that is eligible for sliding fee is advised of the scale, proper documents needed, and is updated annually.
4. Count petty case each day and complete the complete the petty cash form which includes signature, date and facility.
5. Collects and receives patient fees.
6. Responsible for patient registration process, including the patient's background and demographics.
7. Performs other necessary duties required to meet the goal of providing primary health care.
8. Responsible for confirming future appointments.
9. Responsible for daily close-out, balancing, and deposit of daily work.
10. Maintains the lobby for appearance.
11. Direct the flow of patients and visitors to appropriate places and parties.
12. Advise patients when necessary of provider schedule changes.
13. Advice medical staff when patient arrives in an emergency situation or when a call is received alerting receptionist of an arriving emergency.
14. Gather and verify all insurance numbers to ensure eligibility. (Ex. Medicaid, Medicare, BCBS)
15. Participates in monthly clinical staff meeting and quality improvement practices.
16. Participates in daily team huddles and communicates concerns or necessary information to the care team.
17. Completion of continual job training processes set forth by Mainline Health Systems, Inc.
18. Review and scan all paper records into the EMR.
19. Any other duties assigned by Patient Support Manager or Executive Director.

Reporting Relationship:

The Patient Support Specialist reports to, is supervised by, and evaluated by the Patient Support Manager.

Evaluation:

The evaluation of work performance is ongoing, and will be performed by the Patient Support Manager, a member of the Clinic Staff and a member of the Administration Department. It will include the specific duties and responsibilities of this position description plus employee attitude and general working behavior. Formal evaluation will normally be performed annually, but may be initiated at other times by the Patient Support Manager.

Performance and Goals:

| | |
|----------------------------------|-------------|
| <u>Patient Information –</u> | <u>80%</u> |
| <u>Sliding Fee Information –</u> | <u>100%</u> |
| <u>Structured Information –</u> | <u>100%</u> |
| <u>Patient Portal –</u> | <u>50%</u> |
| <u>Collections -</u> | <u>75%</u> |

Quarterly/Probationary Status:

- 1st Quarter - Training & Probationary Period
- 2nd Quarter - Training/Probationary/Review
- 3rd Quarter - Write – Up/Documentation of Performance Levels
- 4th Quarter - Continued Evaluation of Performance for Improvements/Termination

Qualifications:

1. High School Diploma or GED is required.
2. Graduation from a Business or Technical School in a secretarial training program is preferred. However, prior experience in a similar position may be substituted.
3. A minimum of five years secretarial experience is desirable.
4. The ability to use current office machines and equipment.
5. The ability to type a minimum of 60 words per minute.
6. The ability to communicate effectively in person and on the telephone with other staff, the public, the patients and the medical staff of the community health center.

Status:

This is a nonexempt position.
 This is not an OSHA high risk position.
 This is an ADA negotiable position.

Employee Signature: _____

Date: _____