



**JOB DESCRIPTION: PATIENT CARE REPRESENTATIVE (PCR)
DATE POSTED: 4/1/2017
STATUS: OPEN UNTIL FILLED**

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| Title | Patient Care Representative (PCR) |
| Location | Varies |
| FLSA Status | Non-exempt |
| Main function | Responsible for greeting patients, entering and updating patient and insurance information in the EMR system, verifying and analyzing health insurance benefits, explaining payment policies and billing/collections, processes, balances cash drawer, completes deposit and schedules follow-up appointments. Informs patients of delay in treatment. Answers the telephone and assists patients with questions. |
| Duties and responsibilities | <p>Philosophy</p> <ul style="list-style-type: none"> • Supports the organization’s ideology, mission, goals, and objectives • Performs in accordance with the organization’s policies and procedures • Follows the facility’s standards for ethical business conduct • Recognizes patients’ rights and responsibilities and supports them in performance of job duties • Participates in organization’s committees, meetings, in-services, and activities • Seeks out additional assignments and duties <p>Work Quality</p> <ul style="list-style-type: none"> • Performs duties in an accurate and organized manner • Adheres to policies and procedures in performance of duties • Ensures knowledge of job and asks questions when unsure • Completes duties within appropriate timeframes <p>Personal Attributes</p> <ul style="list-style-type: none"> • Shows initiative and dependability including punctuality and attendance • Displays good judgment • Cooperates and is flexible • Follows appropriate dress code presenting a professional image <p>Customer Service</p> <ul style="list-style-type: none"> • Fosters a culture of outstanding patient service showing courtesy in interactions with patients, providers and co-workers • Presents good telephone skills • Responds promptly to patient needs and co-worker requests <p>Communication and Teamwork</p> <ul style="list-style-type: none"> • Expected to be a positive and responsible team member with a good attitude • Presents good oral and written communication (documentation and training) skills <p>Professional competence</p> <ul style="list-style-type: none"> • Participates in continuing education and other learning experiences as requested by the Clinical Manager • Shares knowledge gained in continuing education with staff • Maintains membership in relevant professional organizations as requested by the Clinical Manager. • Seeks new learning experiences by accepting challenging opportunities and responsibilities • Welcomes suggestions and recommendations <p>YDI Patient Care Representative duties</p> <ul style="list-style-type: none"> • Greets patients and directs them to complete the appropriate patient registration form |

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| | <ul style="list-style-type: none"> • Reviews demographic information provided and enters same into Docutap in accordance with YDI protocol • Verifies insurance eligibility and relays relevant information to patient on payment policies and billing/collection processes. • Checks Bay Area for outstanding balances and notifies of payment policies for patients with a balance in accordance with YDI protocol. • Determines and collects co-pays and self-pay deposits in accordance with YDI protocol. • Performs “check out” process for all patients completing treatment in accordance with YDI protocol • Maintains and balances cash drawer. • Completes nightly balance sheets. • Answers phone calls and questions in accordance with YDI protocol, takes messages and return voicemails. • Schedules patients for outside procedures i.e. MRI, CT, sonogram, etc. • Faxes medical records to primary physicians. • Maintains patient accounts by obtaining, recording, and updating personal and financial information. • Completes work/school notes. • Scans and imports all registration sheets, identification and insurance cards in addition to any additional documents related to the patient visit • Attends mandatory company training sessions as required by state/federal law. • Performs inside housekeeping tasks and maintains clean grounds outside. • Keeps waiting room area neat and organized. Discards trash and torn magazines/newspapers. • Keeps patients informed of delays in evaluation and treatment by provider • Keeps Clinic Manager informed of equipment/facility in need of repair or issues relating to the functionality of Docutap • Follows all safety standards including universal precautions and safe work practices, risk management and security. • Follows all OSHA standards. • Follows all HIPAA privacy regulations. • Other duties as assigned. |
| Qualifications | <ul style="list-style-type: none"> • Cooperative work attitude toward co-employees, management, patients, visitors and providers • Ability to promote favorable facility image with providers, patients and the general public • Ability to make decisions and solve problems. • Ability to analyze and interpret data. • Ability to communicate clearly and effectively in writing and verbally. • Skill in exercising a high degree of initiative, judgment and discretion. • Detail oriented with excellent interpersonal communication skills. • May be asked to cover shifts when needed at other locations. |
| Requirements | <ul style="list-style-type: none"> • High school graduate or equivalent. • Basic computer skills including familiarity with electronic medical records. • Types 25 words per minute with 96% accuracy. • Detail oriented with excellent interpersonal communication skills. • Strong ethical and moral character • Willingness to work a flexible schedule and able to work at other clinics when needed. |
| Job quality requirements | <ul style="list-style-type: none"> • Accuracy • Attention to detail • Timeliness • Organized • Little supervision needed to accomplish task • Excellent communicator • Motivator • Teamwork promoter |
| Dependability | <ul style="list-style-type: none"> • Excellent attendance • Punctual • Ability to follow instructions • Ability to meet deadlines |

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| Physical/mental requirements | <ul style="list-style-type: none"> • Must be able to sit for long periods of time, stand, walk and reach • Visual and auditory acuity for frequent use of computer, telephone, and use of other office equipment • Ability to escort or transport patient by wheelchair or stretcher when appropriate. |
| Working conditions (environmental) | <ul style="list-style-type: none"> • Well lit and ventilated, with non-hazardous and hazardous equipment • May encounter chemical hazards • Individual will be exposed to blood borne pathogens, virus, disease and infection. |
| Reports to | Clinical Manager |
| Supervises | None |

SALARY:

Commensurate with qualifications and experience.

PROCEDURE:

Submit application and resume by mail, email, or fax. No phone calls, please.

MAIL:

Your Doc's In
Traci Murphy
Director of Human Resources
2425 N. Salisbury Blvd.
Salisbury, MD 21801

EMAIL: jobs@yourdocsin.com

FAX: 443-210-2544

Applications and resumes will continue to be accepted until the position is filled.

Your Doc's In reserves the right to reject any or all applicants, re-advertise and/or withdraw the position.

We are an Equal Opportunity Employer.