

ELECTRA MEMORIAL HOSPITAL

Electra, Texas

JOB DESCRIPTION

JOB TITLE: Patient Services Specialist

DEPARTMENT: Fiscal Services/Business Office

JOB SUMMARY: Greets and directs patients accordingly. Assists in operating switchboard including handling of outside and inside calls, requests for information, operating the paging system and providing related assistance and record keeping service. Provides administrative support for the Business Office. Reports to Business Office Manager.

JOB QUALIFICATIONS:

A. EDUCATION: High school graduate or equivalent.

B. PERSONAL JOB-RELATED SKILLS: Knowledge of Medicare and Medicaid laws, rules, regulations, and insurance filing requirements. Typing speed of 45 wpm, operation of ten-key calculator, and general knowledge of computer operations. Knowledge of general office-related duties. Must possess excellent communication skills and the ability to deal with disgruntled patients and visitors.

C. LICENSURE, REGISTRY, CERTIFICATIONS: None required.

D. EXPERIENCE

1. **Prior Work Experience:** Significant and appropriate working knowledge of computer systems. One year experience in healthcare office preferred.

2. **Technical Training:** None required.

E. PHYSICAL AND MENTAL REQUIREMENTS: Duties of position require clear understandable speech and the ability to hear. Long periods of sitting required. Also required is intermittent walking, sitting, and standing. Some bending, stooping, and reaching is required with the lifting of items up to a weight of 30 pounds. The ability to comprehend and follow written and verbal instructions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. PATIENT SERVICES

1. Serves as the directory service for the hospital.
2. Greets patients in the lobby area.
3. Directs or escorts patients and visitors accordingly.
4. Provides other assistance and information to patients and visitors.

B. PROVIDES ASSISTANCE/SUPPORT

1. Assists in answering all incoming calls professionally and politely.
2. Determines the nature of the calls and properly transfer them to the appropriate person or department.
3. Takes messages for unanswered calls.
4. Pages personnel when warranted and make announcements or pages when necessary.
5. Works with department managers to assure prompt service to patients.

C. PERFORMS SUPPORTIVE DUTIES TO THE BUSINESS OFFICE

1. Scan daily deposits.
2. Sort incoming mail and run outgoing mail.
3. Review and forward incoming faxes.
4. Assembles records or files as directed.
5. Assist with board meeting packets and hand deliver when necessary.
6. Communicate with board members regarding upcoming events and meetings.
7. Complete other duties as assigned by CEO, CFO, Controller and Business Office Manager.

D. OTHER SIGNIFICANT REQUIREMENTS

1. Maintains confidentiality daily.
2. Keeps current on changes occurring in Medicare and Medicaid rules and regulations by availability to attend seminars.
3. Works well with other employees.
4. Will perform other duties as assigned.