

## **INTERIOR COMMUNITY HEALTH CENTER**

1606 23<sup>rd</sup> Avenue  
Fairbanks, Alaska 99701

### **Patient Services Representative**

|                          |                  |                  |  |
|--------------------------|------------------|------------------|--|
| <b>Requisition #:</b>    | 07-019-PSR05     | <b>Location:</b> | Fairbanks, Alaska                              |
| <b>Date of Revision:</b> | 03/02/2007       | <b>FLSA:</b>     | Non - Exempt                                   |
| <b>Department:</b>       | Patient Services | <b>Status:</b>   | Regular or Temporary<br>Full-time or Part-time |

#### **Overview:**

Under the general direction and supervision of the Patient Services Team Leader, this position performs a variety of receptionist duties to include, but not limited to, patient check-in and check-out, telephone screening and scheduling, medical record filing, payment posting and collection, etc.

#### **Minimum Qualifications:**

##### *Education*

High School Diploma or Equivalent

##### *Experience*

One year recent experience in office setting and one year customer service experience. A recent certificate from a medical office program may be substituted for experience.

#### **Essential Functions:**

1. Answers multiple telephone lines and routes calls.
2. Schedule appointments utilizing a computer system.
3. Greets and assists clients with clinic paperwork.
4. Registers new patients and updates registration for established patients utilizing a computer system.
5. Prepares medical records for appointments.
6. Files medical records and medical correspondence.
7. Receives insurance documentation for patients and verifies insurance coverage.
8. Assess eligibility for schedule of discount program and documents verification in the medical record and computer.
9. Posts daily patient charges.
10. Collects money and posts patient payments.
11. Organizes reception and other public areas.
12. Complies with center's policies and procedures.
13. Operates specialized office equipment.
14. Participates in continuous quality improvement activities.
15. Other duties as assigned.

#### **Knowledge, Skills and Abilities**

Technically proficient computer skills with Microsoft Office Suite (Word, Excel, PowerPoint).

Thorough knowledge of common office equipment (copier, fax, printer, etc.).

Excellent oral and written communication skills.

Ability to organize and prioritize tasks.

Ability to work under pressure.

Strong attention to detail and problem solving skills.

Ability to work independently and as a team member.

Position is based in the City of Fairbanks; however, position responsibilities may require travel both within the Fairbanks North Star Borough (FNSB) and Denali Borough. Use of personal vehicle is required for travel; therefore, a valid driver's license, proof of auto insurance and registration is required. Position may require working occasional evenings and weekends.

**Supervision:** This position has no supervisory responsibilities

**Immediate Supervisor:** Patient Services Team Leader; in his/her absence, Operations Manager

**Physical Demands/Working Conditions:**

General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible; requires short periods of moderate lifting, pushing or pulling objects up to twenty pounds. Clear diction and acute hearing are necessary for effective communication with the staff and public.

OSHA Classification Category III: tasks that do not involve exposure to blood, body fluids and tissues and the worker can decline to perform tasks which involve perceived risks without retribution.

*Interior Community Health Center is a nonprofit corporation under IRS 501 c (3) and observes all EEO guidelines in hiring*