

## **Patient Service Representative**

Responsible for greeting patients and visitors to the practice in a prompt, courteous, and professional manner. Ensures all appropriate forms are complete, accurate, and signed according to practice guidelines. Serves as a liaison between patient and medical staff. Is responsible for scheduling patient appointments and tests in an efficient and timely manner. Answers all incoming calls and directs calls to appropriate personnel.

### **Patient Service Representative Duties and Responsibilities**

- Answers all incoming calls, assesses callers' needs, and directs calls to appropriate personnel.
- Schedules new patients and return appointments in computer system in accordance with physician and/or office guidelines. Cancels and reschedules appointments according to physician schedule changes and notifies appropriate personnel.
- Greets patients and visitors in a prompt, courteous, and professional manner. Obtains all appropriate forms as required.
- Obtains demographic and insurance information. Obtains copy of patient's insurance cards for file.
- Updates demographic and insurance information as needed in the system.
- Registers all new patients into the system. Prepares and organizes new patient charts. Notifies staff of patient arrivals, placing charts in appointment order. Assists in preparing charts for next day's appointments and prints schedules as needed.
- Collects copays, deductible, and other out-of-pocket amounts at time of visit. Issues receipts if necessary.
- Reviews cleanliness of lobby area.
- Identifies "no shows" and forwards for patient notifications.
- Demonstrates an understanding of patient confidentiality to protect the patient and practice.
- Follows policies and procedures to contribute to the efficiency of the front office. Covers for other front office functions as requested.
- Demonstrates positive interpersonal relations in dealing with fellow employees, management, and providers so that productivity and positive employee relations are maximized.
- Check Hudson Dermatology e-mail periodically throughout the day for staffing and procedure updates and notices.

For immediate consideration, please email your resume to: [work@hudsondermatology.com](mailto:work@hudsondermatology.com)