



Position Title: Patient Access Representative

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Patient Access Representative is responsible for providing administrative and clerical duties for Duffy Health Center. Work includes responding to requests for information and assistance from patients and providers, scheduling appointments, verifying information, processing referrals, collecting and recording data, maintaining and updating records and files, and facilitating patient care. This position is deemed essential* in the DHC Emergency Operations Plan.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Interacts with new and current patients and clients to facilitate care at Duffy Health Center: makes appointments and checks clients in and out, verifies current insurance, gathers information from patients, obtains records necessary from outside providers, creates records required for visits, and explains health center procedures to new patients; coordinates with behavioral health and case management for client arrival.
2. Coordinates with staff prior to opening clinic for clinic readiness.
3. Works closely with providers all during the day to provide follow up for patients regarding appointments, prescriptions, forms, and/or test results; may prepare medical encounter forms for patient charts.
4. Manages multiple phone lines efficiently and responds appropriately to emergencies and non-emergency phone calls; provides information, assistance, and referrals.
5. Maintains accurate records by continuously updating patient personal information and insurance verification, and refers any insurance questions or issues to Benefit Counselors for follow-up.
6. Coordinates all walk-in patients by either attempting to schedule for an appointment or working with clinic staff to schedule to see a triage nurse.
7. Responsible for collecting and recording co-payments for patient visits.
8. May serve as Portuguese/Spanish interpreter, as needed.



9. Tracks provider work schedules, maintaining records of provider time off including vacation, holidays, and sick time; reschedules patient appointments as needed.
10. Maintains a steady flow of appointments for patients and providers.
11. Prepares reports and requested correspondence by collecting data and inputting information into spreadsheets and databases.
12. May prepare and forward patient/client records as requested, in accordance with all applicable privacy laws and regulations.
13. May serve as fax server for the organization to send and receive faxes, downloads and scans; distributes information to providers or other staff as needed.
14. Maintains confidentiality and confidential files and information for department.
15. Receives and delivers mail to employees.
16. Works on special projects or other duties as assigned.

Supervision

Work is performed under general supervision of the Patient Access Supervisor. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress. In many cases, the work is self-checking.

Employee has access to confidential patient information.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Employee has access to confidential information of the department.

Errors could result in delay or loss of service, or adverse public relations.



The position has daily contact with co-workers, other departments, patients, and clients. The purpose for contact is to coordinate work, and give or receive information and assistance.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in an office setting and is required to sit, talk/listen and use hands more than 2/3rd of the time; and stand, reach, walk, up to 1/3rd of the time. Employee seldom lifts up to 10 lbs. Normal vision is required for the position. Equipment operated includes office machines, and computers. Employee may be exposed to hostile individuals or situations, and is required to maintain composure at all times, and performs work despite distractions.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Essential and therefore this position may be expected to work onsite during a declared emergency.

Education and Experience

A candidate for this position must have a High School diploma or equivalent, with advanced training in Medical Terminology, and at least two (2) years of experience in office administration; or any equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have the following:

Knowledge of:

- Medical office practices, procedures, and medical terminology
- Use of office equipment and computer programs
- Company and departmental policies and procedures
- HIPAA regulations

Skill in:

- Written and verbal communication
- Interacting effectively and appropriately with patients and clients
- Accurate maintenance of records and files

Ability to:

- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.



- Maintain confidentiality of information
- Plan and prioritize work, handle multiple priorities simultaneously in a timely manner
- Be flexible with clients, providers, visitors and work schedules
- Work independently and with a team
- Handle difficult situations effectively and professionally
- Meet deadlines

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.