



JOB DESCRIPTION

JOB TITLE: Patient Services Assistant
EXEMPTION STATUS: Exempt X Non-Exempt
REVISED DATE: April 2023

SUMMARY: Under the supervision of the Practice Administrator, the Patient Services Assistant is responsible for the following. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Taking and charting vital signs
- Completing medication prior authorizations
- Retrieving Phone Messages for providers
- Charting call back
- Checking CSMD reports
- Handling Rx refill requests with pharmacies and doctor's offices
- Provide backup for Front Desk when needed
- Initiate intakes for new patients

EDUCATION AND/OR EXPERIENCE: Graduation from a standard high school or General Education Degree (GED) equivalent with successful completion of a patient care course such as CMA/RMA; or 4 years related experience in a medical office with a background knowledge of insurance and patient care; or equivalent combination of education and experience.

SUPERVISOR RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

LANGUAGE SKILLS: Ability to read, interpret, and comprehend simple instructions, (whether written or verbal). Ability to compose simple correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization; whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to solve practical problems with an extensive variety of information that deals with several variables. Ability to apply common sense, good judgment, and problem-solving skills as needed and appropriate.

OTHER SKILLS AND ABILITIES: Ability to establish and maintain an effective working relationship with coworkers, supervisors, and vendors. Ability to act diplomatically and confidentially. Ability to operate computers, keyboards, and printers. Ability to operate phone system. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, work as a team member and/or independently. Knowledge of computer systems and work-related programs. Skills in verbal communication and customer relations. Must demonstrate good interpersonal skills to work in a busy administrative office. Must demonstrate good time management and problem-solving skills.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands and fingers to handle or feel objects; reach with hands and arms; and talk or hear at normal ranges within the setting. The employee occasionally is required to bend, stoop, kneel, crouch, and/or crawl. The employee is occasionally required to climb or balance.

The employee must occasionally lift, carry, and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Rapid mobility may also be required on occasions.

Demands concentration and the ability to work in a large, open office setting.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date