



IDAHO SPORTS MEDICINE INSTITUTE™

## Job Description

### Overview

Assists and serves patients, medical providers, and other staff in fast-paced orthopedic sports medicine clinic to provide professional and courteous care to active patients of all ages.

### Requirements

Must be at least 18 years of age.

Able to use clinic practice management and electronic health record software and have a working knowledge of Microsoft Word and Excel.

Medical office experience and familiarity with orthopedic medical terminology preferred.

Abide by HIPAA guidelines at all times.

### Essential Functions

- 1) Answer incoming phone lines. Give information directly on the phone within limits of your knowledge and the medical practice without giving medical advice. All dealings with patients and co-workers must be in a friendly, pleasant manner. Direct inquiries to proper personnel. Check voicemail messages and return calls in a timely manner.
- 2) Greet incoming patients and acknowledge patients as they leave. Determine where patient needs to be in the clinic and notify appropriate personnel.
- 3) Check in all new patients and returning patients. Check chart to determine if new or updated paperwork is needed and that all necessary paperwork is presented for clinical and rehab staff.
- 4) Schedule appointments for office visits, testing, injections, brace fittings, physical therapy and sports rehabilitation. Keep current with all requirements for scheduling appointments and direct patients to other departments as required. Give patient appropriate instructions.
- 5) Check patients out. Collect patient payments for co-payments, co-insurances, supplies, and outstanding balances. Obtain prior authorization for diagnostic imaging, durable medical equipment, and injections. Prepare outgoing referrals as directed.
- 6) Take prescription refill requests over phone and direct to clinical staff. Make sure request is handled in a timely fashion.
- 7) Fill in for other patient service representatives in their absence. Keep current with other administrative jobs.
- 8) Scan documents and handle faxes. Occasionally handle requests for copies of medical records and/or x-rays.
- 9) Performs other duties as assigned.

## Patient Service Representative

### Front Office or Rehab

### Full-time

### Job Information

Days: Monday - Friday

Hours: 8 hour shift, between 7:00am- 6:00pm

Starting Salary: \$14.00/hour, DOE

### Reports To

Front Office Coordinator

### Patient Check In,

### Front Office

Primary greeter for all current and potential patients, visitors, vendors, and business partners.

Responsible for correctly identifying patient identity, obtaining and maintaining patient registration paperwork, insurance information, parking records for campus parking and verifying office visit authorizations and eligibility as needed. Responsible for designated incoming fax folders.

Duties may include chart prep for next day office visits. Supports all other staff as needed, including occasionally checking out patients and checking voicemails.

Shares duties for opening the clinic to include early hours, maintaining a clean and welcoming patient lobby, preparing coffee, turning on lights, televisions, patient computers, unloading dishwasher and checking after hours messages.

### Working Conditions

While performing the duties of this job the employee is occasionally lifting/carrying up to 20 lbs. Also the employee is occasionally pushing/pulling up to 20 lbs. The noise level is occasionally moderate, and frequently quiet. Work includes sensory ability to talk and hear. Work in this position also includes close vision, distance vision, peripheral vision and depth perception. Employees will sit, stand, walk, reach and grasp. The work environment will include inside conditions.