

## Qualifications - PSR II - Requisition: 13950

### Position

#### Summary

The Patient Service Representative II provides a comprehensive set of business, financial and appointment-related services including verifying and updating patient and insurance information in the EMR system.

#### Responsibilities

1. Ability to set and revise priorities based on workload and anticipating needs and deadlines.
2. Follows through on routine tasks and general office duties, i.e., faxing, copying, filing, mailings, promptly returning phone calls, etc.
3. Develops and maintains positive relationship with patients and families via prompt and caring response to questions, requests, etc.
4. Manages third-party payors and collection of co-pays.
5. Performs point-of-service activities [co-pay collection, patient tracking and other duties] as assigned under the direction of the Operations Supervisor or Team Lead.
6. Participates in cross coverage efforts with other PSR II
7. Other duties as required.

#### Other Information

##### Technical Expertise

1. Experience in computerized scheduling system required.
2. Knowledge of medical terminology and/or CPT/ICD-CM coding preferred.
3. Excellent communication skills.
4. Experience working with all levels within an organization is required.
5. Experience in healthcare is preferred.
6. Proficiency in MS Office [Outlook, Excel, Word] or similar software is required software is required.

##### Education and Experience

1. Education: High School diploma or equivalent is required. Associate degree preferred.
2. Certification: None.
3. Years of relevant experience: 2 years is preferred.
4. Years of experience supervising: None.

#### Responsibility Groups

Responsibility Groups	
Appraisal Criteria	Active

#### Detailed Responsibilities

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Responsibility	Description	Appraisal Criteria	Active
PTSVCREPII 01	Provide for smooth running of office by setting and revising priorities based on workload and anticipating needs and deadlines.	Yes	Yes
PTSVCREPII 02	Follows through on routine tasks and general office duties, i.e., faxing, copying, filing, mailings, promptly returning phone calls, etc.	Yes	Yes
PTSVCREPII 03	Schedules patient visits or other diagnostic testing utilizing hospital procedures and resources.	Yes	Yes
PTSVCREPII 05	Manages third-party payors and collection of co-pays.	Yes	Yes
PTSVCREPII 06	Performs point-of-service activities [visit preparation, co-pay collection, patient tracking and other duties] as assigned under the direction of the Practice Manager.	Yes	Yes
PTSVCREPII 07	Participates in cross coverage efforts with other secretaries.	Yes	Yes
PTSVCREPII 08	Works under the supervision and direction of a Physician or a licensed nurse, providing specific nursing care to designated patients.	Yes	Yes
PTSVCREPII 09	Prepares patients for examination; takes and records vital signs; performs phlebotomy as needed; administers medications as directed by the physician according to policy and procedure	Yes	Yes
PTSVCREPII 10	Cleans and prepares exam rooms.	Yes	Yes
PTSVCREPII 04	Develops and maintains positive relationship with patients and families via prompt and caring response to questions, requests, etc.	Yes	Yes

### Competencies

Essential

### Position Education

Essential

### Position Credentials

Essential

### Position Working Conditions

Essential