

LAC VIEUX DESERT HEALTH CENTER

HUMAN RESOURCES

P.O. Box 9, N5241 US HWY 45 Watersmeet, MI. 49969
Phone: 906-358-4587 Fax: 906-358-4118



JOB VACANCY

POSTED: 11/16/2020 UNTIL FILLED

POSITION: **Patient Services Representative - Reappointment**

LOCATION: **LVD Clinic, Watersmeet, MI 49969**

SUPERVISION: **Project Manager**

EMPLOYMENT: **Full Time**

SALARY/PAY RATE: **\$10.00 - \$12.00 per hour**

DESCRIPTION:

This position is accountable for receiving patients in a courteous, professional manner, answering questions, scheduling patients on the phone or in person. This position is the main call center for the LVD Health Center and is responsible for transferring calls to the appropriate locations. This position works in a busy environment with frequent interruptions.

RESPONSIBILITIES:

- Answer incoming telephone calls, and transfer as needed.
- Greets patients and determines patient needs in a professional manner.
- Registers patients according to established protocols.
- Assists patients to complete all necessary forms and documentation.
- Ensures patient information is accurate.
- Ensures all new patient packets are given to Medical Records in a timely manner.
- Schedules patient appointments.
- Moves patients through appointments as scheduled.
- Answers all incoming calls and deals with inquiries in a timely, professional and polite manner.

- Responds and complies to requests for information.
- Ensures re-appointment area is well maintained, neat and clean.
- Safeguards patient privacy and confidentiality.
- Completes all other clerical duties as assigned

MINIMUM QUALIFICATIONS:

- High School Diploma.
- One year of prior experience in a medical office setting.
- Excellent communication skills, verbal, written and typed.
- Professional and customer relation skills.
- Well organized, detail oriented, accurate and efficient.
- Must have efficient and accurate typing skills.
- Must have a valid driver's license.

PREFERRED QUALIFICATIONS

- Formal customer service training.
- Valid CPR certification.
- Working knowledge of an Electronic Medical Record system.
- Familiar with patient statements, EOBs, co-pays and deductibles as identified by 3rd party payers.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Date Approved by the Tribal Council: December 8, 2015