



**Patient Services Representative**  
Seattle Reproductive Medicine

**POSITION DESCRIPTION**

**OVERVIEW:** Responsible for the intake, registration and scheduling of both established and new patients to SRM. Responsible for physician, nursing, ultrasound and other clinical staff schedules. This position also must work in concert with various departments to ensure effective operational flow and to maximize new patient intake opportunities.

**SCOPE:** This non exempt position reports to the Scheduling Manager.

**I. ESSENTIAL FUNCTIONS**

*(In compliance with the American with Disabilities Act, ADA, this description identifies the essential components of the job required to be performed with or without reasonable accommodations. Requests for reasonable accommodations to facilitate the performance of these essential functions will be given careful consideration.)*

- a. Responds to patient via telephone by assessing patient needs, answers general questions regarding treatment options and determines materials to be sent to patients prior to the initial visit.
- b. Provides excellent customer service by anticipating patient needs and proactively
- c. Schedules appointments and sends appropriate patient information.
- d. Optimizes patient satisfaction, provider time and treatment room utilization by scheduling appointments in person or by telephone. Ensures a timely, courteous flow of those appointments.
- e. Maintains patient services operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- f. Maintains operations by following policies and procedures; reporting needed changes.
- g. Provides coverage for the Reception area on a scheduled basis or as required.
- h. Schedules all patient appointments. Make appropriate scheduling changes, canceling, rescheduling and confirming appointments.
- i. Registration of new patients in accordance with policy and procedure.
- j. Ensures data integrity by accurately inputting patient demographics and insurance information.
- k. Responsible to accurate data entry for referring in and out physicians.
- l. Responsible for adding referring physicians and updating their information in Misys.
- m. Demonstrate good judgment in scheduling appointments, allowing for sufficient time for the completion of each appointment using established procedure.
- n. Transfers calls to appropriate person and/or department.
- o. Maintains the electronic "Wait List" by adding patients and reviewing and deleting accounts that no longer meet wait list criteria.
- p. Responsible for telephone follow up with patients who either cancelled or did not attend their appointments.
- q. Liaison between front office, business office, nursing department and physicians, handling problems as necessary.
- r. Ability to embrace change and promote team work and program growth.
- s. Primary Team
- t. Each representative will be assigned to a Physician Team and responsible for physician correspondence. Representatives will provide coverage for each other during departmental vacation / sick time or during high volume periods.
- u. Assist various departments with special projects as needed.

**II. PROFESSIONAL DEVELOPMENT:**

- a. Attends meetings as assigned; communicates issues where appropriate.
- b. Maintains professional and technical knowledge by attending educational workshops and seminars.

### III. CONFIDENTIAL AND SENSITIVE INFORMATION

- a. Ensures the confidentiality of all patient records and care per confidentiality policy and HIPPA regulations.

### IV. PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics 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.

- *Physical Demands:* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel for objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- *Work Environment:* While performing the duties of this job the employee is exposed to weather conditions prevalent at that time. The noise level in the work environment is usually minimal.

### V. SCOPE OF FINANCIAL RESPONSIBILITY

- a. Accurate input of patient information including, but not limited to:
  - i. Patient Demographics
  - ii. Patient Insurance Information
- b. Alerting Financial Counselors of any change known to a patients coverage.
- c. Effective use of resources in daily work.

### VI. EDUCATION/EXPERIENCE REQUIREMENTS

- High School Diploma
- Minimum 2 years experience working in office setting. Medical background a plus.
- Possess strong customer service skills and the ability to communicate effectively with both internal and external customers.
- Ability to access, input, and retrieve information from a computer.
- Knowledge of office procedures and office machines (i.e. computer, fax, copier, etc).
- Detail oriented.
- Ability to demonstrate good judgment.
- Ability to remain calm in stressful situations.
- Ability to communicate accurately and concisely.
- Excellent interpersonal skills.

***This job description is not meant to be an all-inclusive statement of every duty and responsibility required by the job holder. IntegraMed America hopes each job holder can react to reasonable change productively and handle other tasks assigned.***

***IntegraMed America is a multi-site corporation. There may be times you are requested to participate in assignments at other sites. Without causing undue hardship or significant personal inconvenience, IntegraMed America proposes a solid team approach to our availability regarding the need and development of all our programs.***

**Job Description Accepted:**

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**Employee's Signature/Date**