Cow Creek Government Office

Patient Services Representative/On-Call

Job Code: 2293
Department: CCH&WC
Location: Roseburg/Canyonville, OR.
Wage: $17.50 - $19.00 DOE

POSITION PURPOSE:
The On-Call Patient Services Representative supports dedication to patient care by providing on-call coverage as needed. This role provides immediate clinical support and staffing replacement to ensure uninterrupted service to patients. The Medical Receptionist is the first impression patients and guests have of the Cow Creek Health & Wellness Center and the Cow Creek Tribe. The position provides outstanding customer service while gathering data, scheduling appointments, providing accurate, helpful information to our patients and users. Potential candidates must be available and able to respond quickly when called. Clinic hours of operations are Monday through Friday from 7:30am to 5:00pm.

ESSENTIAL FUNCTIONS:

- Working within a team environment, utilizing medical office competencies, understanding, and applying written and verbal procedures and instructions.
- Support medical teams through managing consults, referrals, case management, patient reminders, follow-ups, and additional projects as required.
- Obtains and enters patient demographics; updates insurance and patient information with each visit to maintain accuracy for billing and patient health information.
- Schedules patient appointments utilizing EHR and PMAS in coordination with team requirements and established scheduling guidelines and parameters.
- Perform clerical and support duties as assigned by Manager/Supervisor, assist staff with various tasks as assigned.
- Collects co-pays and balances as required by established policies. Understands and can apply payments to balances, while maintaining daily accounting log of patient payments.
- Maintain strict confidentiality; adhere to all HIPAA guidelines/regulations.
- Maintain a working knowledge of all programs offered by the Health & Wellness Center.

- Travel as required by job duties.

QUALIFICATIONS:

- Must be able to commute to all clinic locations.
- High school diploma or GED, required.
- Two years' Medical Office Experience preferred.
- Experience with scheduling referrals and consultation preferred.
- Strong working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules and regulations.
- Proficiency in Microsoft Office: Word, Excel, Outlook, and Power Point.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies, and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.