



Position Title: Patient Services Representative	Job Code:
Department: Non-Clinical	Campaign:
FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>

Job Overview: The Patient Service Representative takes incoming calls to schedule patient appointments on behalf of healthcare clients. The ideal candidate will have a strong customer service background in a call center environment

Company Overview: *RelateCare is a healthcare contact center providing on-site consultancy, outsourcing solutions, and shared services to leading hospitals and health care organizations. We are a multidisciplinary team of patient service representatives, schedulers, nurses, and contact management specialists offering support to our clients' patient services. RelateCare is fast becoming a global leader in the delivery of patient access and patient engagement solutions in the US and Europe. RelateCare is based in Waterford, Ireland and Cleveland, Ohio with remote working options for certain roles. We proudly specialize in connecting patients, providers, and caregivers while ensuring that patients can access the right care at the right time and in the right place.*

Reports To: Team Leader

Responsibilities and Duties:

- Ensure all required information for pre-registering patients is captured and entered accurately and efficiently
- Refer patients to a Registered Nurse when needed in specific escalation protocols
- Ensure all existing patient information is verified as required and patient preferences are accurately reflected in their medical record (e.g., insurance coverage, mailing address, phone number, email)
- Verify and review patient's and families' insurance coverage and benefit eligibility, and document appropriately
- Observes and maintains confidentiality of protected health information at all times
- Address patients' and families' various scheduling needs in a single interaction
- Schedule patients per providers' orders / referrals
- Review scheduled appointment information with patients and families, and provide appointment itineraries / corresponding documents via patients and families' preferred communication channels
- Investigate, resolve, and document service requests in a timely and efficient manner

- Pursues development opportunities provided to gain knowledge
- Participates in staff meetings, team huddles and other meetings as assigned
- Adheres to organizational and departmental policies, procedures, and established best practices
- Demonstrates a commitment to patient centered care
- Other duties as assigned

Education/Experience/Certification/Licensure:

- High School Diploma or equivalent
- Experience in call center setting desirable
- Experience in health care setting desirable

Physical Requirements:

- Ability to sit for long periods of time within a confined space
- Requires full range of motion, manual and finger dexterity of eye hand coordination
- Requires corrected vision and hearing to a normal range
- Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time

Technical Requirements for Remote Working:

- Have an appropriate home office space (remote working)
- Internet access provided by a cable or fiber provider
- DSL, satellite, and cellular/mobile hotspot are NOT permitted
- A minimum download speed of 20 Mbps or above and an upload speed of 2 Mbps or more

Benefits:

- Medical, Vision and Dental Insurance Plans
- 401K program
- Free Parking

RelateCare is an Equal Opportunity Employer. Discrimination and harassment of any kind is not tolerated in our organization. All our employment decisions are based on business needs, job requirements, and individual qualifications, without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, genetic information, or any other applicable legally protected characteristics. If you have a disability or special need that requires accommodation, please email us at hr-us@relatecare.com with more information and indicate "Applicant Accommodation" on the subject line.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Nothing contained in this job description is intended to create (nor shall be construed as creating) a contract of employment (expressed or implied) or guarantee of employment for a definite or indefinite term.

Employee Acknowledgement:

I hereby acknowledge that I have read and received a copy of this job description. I understand the requirements, essential functions, and duties of the position. I can perform the essential functions as outlined with or without reasonable accommodation. I further understand that my employment shall be “at will” at all times, meaning that either RelateCare or I may terminate my employment with or without notice or cause at any time.

Signature: _____

Print Name: _____

Date: _____