



JOB DESCRIPTION

POSITION: **PATIENT SERVICES REPRESENTATIVE**

REPORTS TO: **BUSINESS MANAGER**

We have a unique opportunity for the right candidate:

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Accurate computer input of patient demographics.
- Procure appropriate referrals and type referral follow-up letters when necessary.
- Assure daily schedules and medical records are reviewed.
- Filing and distribution of patient medical records.
- Schedule patient appointments when needed.
- Check out patients including collection of appropriate fees, all forms are completed properly, updating of medical records with correct labels.
- Completion of data spreadsheets in timeframe specified by organizational processes.
- Answering and managing of multi-line phone system.
- Processing of faxes daily.
- Stay current with the latest technologies & medications and be able to answer general patient questions (premium IOL's, etc..)
- Verification of medical benefits for surgery and injections.
- Discuss benefits and costs of non-covered benefits with patients
- Complete consent and other necessary forms for surgery
- Forward packet of surgical paperwork to appropriate surgical facility/hospital
- Inform patient of any pre-admission testing (labs, EKG, etc.) as needed. Also of what is expected day of surgery, answer any pre-surgical questions, and inform of follow up care.
- Schedule/board patient at correct facility (fax date/doctor/which eye/general information) with the appropriate boarding information per each surgical location requirements
- Type History & Physical forms
- Able to accurately complete surgery encounter form.
- Must comply with all policies and procedures of the organization, including but not limited to standard operating procedures and employee handbook.
- Perform any other duties assigned to accomplish the task at hand.

ACKNOWLEDGEMENT: I have read the Job Description for the **Patient Services Representative** and understand the functions and objectives of the position at TLC Eyecare & Laser Centers.

Signature

Date

Witness Signature

Date

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.