Job Title	Patient Access Representative (PAR)
Annual Salary	Commensurate with qualifications and experience.
Reports To	Director of Patient Access
Travel Requirements	None
Type of Position	Full-Time
Overview	As a Patient Access Representative, you will be an essential member of a team-based care environment. You will perform diversified duties including but not limited to scheduling appointments, checking patients in and out for appointments, collecting key information from patients and entering it into the patient management system, and facilitating communications. You will be interacting with patients, families, and team members, and must therefore be able to communicate efficiently and effectively to foster a productive and positive environment.
Minimum Skills, Experience, and Educational Requirements	• High School Diploma or equivalent preferred. • Previous medical office experience, including insurance verification process, preferred. • Excellent communication skills required. • Ability to demonstrate proficiency with office and computer equipment. • Ability and ongoing capacity to multitask. • Ability to maintain strict attendance and punctuality. • Preference will be given to individuals fluent in Brazilian Portuguese.

Responsibilities

- Greet, register/check-in patients upon arrival in a courteous and respectful manner.
- Schedule and confirm patient appointments and arrival via the electronic health record. Perform other various receptionist duties and maintain reception area.
- Complete patient appointment reminders.
- Collect, verify, and record demographic (telephone number, email address, mailing address), insurance, and referral information at every interaction.
- Verify and update PCP selection.
- Ensure patient is scheduled with their assigned PCP whenever possible to maintain PCMH empanelment and access standards relating to Patient Visits with Clinician/Team.
- Collect, record, and issue receipts for copayments.
- Act as a member of the care team and assist in care coordination. As part of the morning huddle: print provider's schedule, proactively identify appointments that need to be made, be aware of what follow up appointments may need to be made during check-out.
- Provide printed clinical summary to patient at the end of each visit if patient does not have a portal account.
- Provide new patient education packets to prospective new patients.
- In the event that a remote PAR is not on the schedule (ex. PTO, emergency), answer incoming telephone calls.
- Communicate daily with patients, staff, and the public presenting a professional, appropriate customer service attitude at all times.
- Participate in and support Quality Improvement Initiatives.
- Deals with patient questions, concerns, and issues.
- Consistently strive to offer explanations, respond to inquiries and needs, provide directions and initiate empathetic interpersonal skill in relationships with other.
- Provide scheduling support to our patient population by proactively reaching out to patients and scheduling patients for routine appointments including annual wellness visits, physicals, and other preventative appointments.
- Assist in re-assigning patients to new providers and scheduling visits to establish care with the new provider.
- Follow up with no-shows as outlined in IHC procedures.
- Assist with COVID-19 screening upon patient arrival.

- Maintain a professional appearance and attitude while following IHC policies and procedures illustrating both initiative and reliability while performing duties.
- Attend bi-weekly all staff meetings, weekly PAR meetings, and care team meetings as scheduled.
- Implicit in the spirit of this job description is an expectation that the PAR will work in a highly professional and collaborative manner with all staff members in caring for the Center's patients