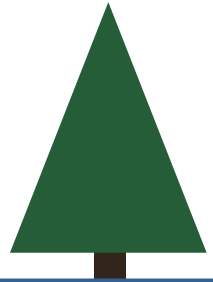




# St. Croix Regional Family Health Center



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## PATIENT SERVICE

TITLE: Patient Service Representative  
DEPARTMENT: Administrative

EFFECTIVE DATE:  
REPORTS TO: Office Manager

### SUMMARY OF FUNCTIONS:

The receptionist is responsible for answering telephone calls, taking messages, greeting visitors, scheduling appointments, registering or reregistering patients and scanning documents into patient charts.

All potential new employees will undergo a background and Office of Inspector General exclusion report and periodically thereafter.

### MAJOR DUTIES AND RESPONSIBILITIES:

- Greets visitors and patients in a friendly and professional manner; determines their needs, notifies the person being visited or instructs them to wait for the nurse. The receptionist stays within the vicinity of the reception area or coordinates with other employees to cover during any absence.
- Answers telephone calls promptly and courteously; screens calls, transfers caller to correct individual; does not leave a caller on hold or unattended for more than 60 seconds; takes complete and accurate messages when person called is unavailable and assigns the Telephone Encounter to the appropriate person in a timely manner.
- Confirms appointments for the next business day.
- Places the phone system on night mode at the end of the day.
- Reconciles the day's payments with their payment batch and makes a deposit slip for any cash or checks taken in that day.
- Participates as an involved member in SCRFHC clinic team projects.
- Attend required meetings.
- Assist with QI activities.
- Self direct, motivate and function successfully in a team environment.

### PATIENT CENTERED MEDICAL HOME DUTIES:

- Practices team-based care
- Involved in huddles on daily basis per huddle procedure
- Attends required staff meetings
- Attends required training meetings
- Participates in clinic and team Quality Improvement processes
- Is invested in fostering patient self-management including involving the PCMH Care
- Attend monthly meetings at which clinics, PCMH, and best-practice procedures and business agenda are addressed
- Attend Performance Improvement Team and other QI committees as assigned
- Participates in all safety programs which may include assignment to an emergency response team

**ORGANIZATIONAL RELATIONSHIPS:**

Reports to the Office Manager. Assists and works with other employees to facilitate smooth office operations.

**EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:**

Minimum of High School diploma or a GED

**POST-EMPLOYMENT REQUIREMENTS:**

[Completing assigned courses in Compliatric.](#)

**STAFF EXPECTATIONS**

- Support and show gratitude to all coworkers.
- Agree to ask for help when needed and ask questions to learn; be willing to grow in your role and position at SCRFHC.
- Be part of the solution.
- Believe and participate in change and be willing to engage in improvement process.
- Model effective teamwork and collaborative communication.
- Provide respectful feedback (in a private setting) when encountering conflicts; ask for help from supervisor as needed.
- Understand and value that everyone's role is important and contributes to the whole organization.
- Be willing to learn, cross train, and share knowledge.
- Model positivity.
- Understand that body language matters.
- Forgive and learn from failure.
- Agree to be flexible and adapt to organizational changes.
- Be mindful of challenges and burdens other colleagues may be facing and be kind.
- Honor and appreciate all forms of diversity.