



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 07/14
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Patient Services Specialist I -Scheduling

JOB SUMMARY

The Patient Services Specialist I –Scheduling creates a positive patient experience by consistently delivering excellent customer service and patient care. Work includes coordinating clerical and medical activities of healthcare team, patient registration activities and facilitating access to TWU Student Health Services for new and returning students. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Director, Student Health Services

Supervises: May supervise Student Assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Schedules appointments in accordance with the policies of the clinical department.
- Completes reminder calls to patients for scheduled appointments.
- Obtains future appointments at time of service for clinic follow-up referrals and ancillary services.
- Conducts financial counseling with students for payment deferment.
- Educates patient/responsible parties regarding billing process and any additional financial responsibilities including third party benefits information.
- Provides out-of-pocket cost estimates to patients.
- Counsels patients regarding unpaid bills.
- Checks in patients and prepares paperwork/chart for visit.
- Verifies, ensures eligibility, and pre-registers patients by obtaining patient demographics, documents, and third party coverage as needed at every encounter.

- Communicates with patients, TWU SHS medical providers and clinical staff regarding any obstacles to access or authorization.
- Provides high level patient services in all interactions with students, staff and faculty as well as non-university customers.
- Provides direct, professional, and knowledgeable interactions with patients, physicians, referral sources, and the treatment team.
- Answers calls accurately and with exceptional patient and customer service at all times.
- Ensures calls are documented and triaged appropriately ensuring patient satisfaction and patient safety.
- Completes telephone encounter process as appropriate.
- Acts as patient advocate and liaisons with various departments to meet mutual goals.
- Maintains patient confidentiality regarding access to patient and other clinical information via email, computer, fax, and mail.
- Addresses concerns of patients, provides service recovery, and escalates issues as needed.
- Obtains and documents information required for third party reimbursement.
- Ensures compliance with third party coverage.
- Ensures caller's needs are met and accurate information is obtained.
- Ensures patient confidentiality and HIPAA compliance in processing all release of medical records requests.

ADDITIONAL DUTIES

- Reviews scanned records and documents for accuracy and proper placement within Electronic Health Record.
- Reads all TWU Announcements and relevant communications relating to job duties.
- Completes mandated training and cash handling testing on an annual basis successfully.
- Prioritizes and completes all work in an accurate, effective and efficient manner.
- Adheres to internal controls established for department.
- Locks office and secures files containing money or confidential information when away from workstation and at close of business day.
- Disposes of printed patient information properly, logs off computer when leaving workstation and keeps passwords confidential.
- Participates in team meetings/activities and supports the philosophy and goals of the team/department.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required.

EXPERIENCE

Two years' experience with strong proven customer service skills and/or clerical experience. Experience in a medical office environment is preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.