

JOB DESCRIPTION

The Patient Service Assistant will provide front desk services and /or telephone assistance to patients coming to the optometry clinic for care.

RESPONSIBILITIES

- Greeting and directing patients to the appropriate area for services.
- Answer and accurately route all incoming calls received on Optometry's main incoming line.
- Type messages from patients and route to the appropriate personnel.
- Scanning of various documents into patient's carts.
- Provide services for patients who come to Optometry Department by collecting demographic information and scanning information into software systems.
- Collect monetary income documents; verify medical insurance eligibility and direct patients to appropriate area for services.
- Ensure accurate collection of fees in conjunction with treatment and post in software system.
- Prepare reconciliation report by matching fees collected and balancing out funds at the end of each day.
- Schedule patients for appointments either in person or via phone.
- Ensure patient's information is up to date.
- Contact patients as deemed necessary.
- Send out patient communications for all optometry service lines.
- Assist with other office duties as requested or needed.

QUALIFICATIONS

- High School Diploma or GED.
- One (1) year minimum of experience as a patient intake coordinator in a fast-paced health care environment or client facing customer service role.

SPECIAL SKILLS & KNOWLEDGE

- Must be able to communicate effectively on the telephone, pay attention to details, have strong computer and data entry skills.
- Knowledge of HIPAA regulations, medical care codes and industry standards.
- **Bilingual is preferred.**