

## **JOB DESCRIPTION**

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

## **RESPONSIBILITIES**

- Greeting and directing patients to the appropriate area for services.
- Answering and accurately routing calls.
- Adding new patient information to database.
- Scheduling appointments.
- Verifying Insurance eligibility.
- Calculate fees for physical rehabilitation treatment.
- Collecting patient demographics/fees.
- Preparing daily reconciliation report.
- Posting/updating data in software system.
- Assisting with organization and maintenance of files.
- Ability to multi-task and work in fast-paced environment.
- Coordinate financial agreements for responsibility of physical rehabilitation treatment.
- Respond to patient billing or financial inquiries.
- Check and respond to voicemail and email messages.
- Work night clinics as needed.
- Make physical rehabilitation referrals.
- Must have strong interpersonal and relationship building skills.
- Assist with other office duties as requested or needed.

## **QUALIFICATIONS**

- High School Diploma or GED.
- At least 3 years of experience in a fast-paced health care environment as a receptionist or in a similar front-desk position.

## **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.
- Must be Bilingual Spanish and English-speaking.