Healthcare Solutions WNY
3719 Union Road – Suite 218
Cheektowaga, NY 14225

CONTACT PERSON: Katie Burdette, Human Resources
206-1505

Healthcare:
Patient Service Representative

We are recruiting for a FT Patient Service Rep for our busy Cardiology practice. Responsibilities include:

- Demonstrate excellent customer service skills providing exceptional patient & family experience.
- Good communication skills, phone skills and excellent interpersonal interactions with patients, families, and staff. Must be a team player.
- Greets patients and visitors, in person or on the telephone, answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information. Gather patient demographic and health insurance information for EMR and patient portal.
- Verify patient's insurance, collect co-pays & balances, verify referrals, check in patients, check out, schedule follow up & diagnostics & confirm appointments.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Scans documents into appropriate patient charts. Minimize duplicate records and verify data input for accuracy.
- Template physician’s schedules.
- Printing office schedules and billing encounter forms.

Requirements:

Trinity Medical WNY
Email: burdettek@HCSWNY.com