

Job Title: Patient Access Representative

Department: Patient Access

Reports To: Patient Access Supervisor Lead/ Clinic Manager

FLSA Status: Non-Exempt

Position Summary:

The Patient Access Representative is responsible for patient registration, scheduling, insurance verification, and check-in/check-out processes.

Essential Functions:

- Register patients accurately and completely in the electronic medical record (EMR).
- Verify patient demographics, insurance eligibility, and collect co-payments.
- Schedule, cancel, and reschedule patient appointments.
- Check patients in and out, ensuring required forms are completed.
- Answer and route telephone calls, take messages, and provide information as appropriate.
- Maintain patient confidentiality and comply with HIPAA regulations.
- Collaborate with providers, nursing, and lab staff to support patient care coordination.
- Participate in staff meetings, training, and quality improvement activities.

Qualifications:

- High school diploma or equivalent required; post-secondary coursework in healthcare or business preferred.
- Patient access, medical office, or laboratory support experience preferred.
- Knowledge of insurance processes, medical terminology, and EMR systems (Epic preferred).
- Proficiency in Microsoft Office and ability to learn clinic-specific systems.
Strong interpersonal, organizational, and communication skills.
- Attention to detail and accuracy in data entry and documentation.

Working Conditions:

- Clinic-based, patient-facing role with office and front desk responsibilities.
- Frequent interaction with patients, staff, and external laboratories.

Compliance and Standards

- Adheres to HIPAA, OSHA, MDH, and all applicable federal and state health regulations.
- Maintains current CPR certification.
- Follows clinic policies and procedures, including infection control and workplace safety.
- Maintains professionalism, confidentiality, and integrity at all times.

Physical Requirements:

- Prolonged periods of sitting, computer use, and phone work.
- Occasional lifting of up to 25 lbs.

Acknowledgment and Signatures

I acknowledge that I have received, reviewed, and understand the job description for the Patient Access position. I understand that this job description outlines the general nature and level of work to be performed and is not intended to be an exhaustive list of all responsibilities, duties, and skills required.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____