innovative MEDICAL IMAGING

JOB DESCRIPTION

Title: Patient Access Specialist

Reports to: Lead Patient Access Specialist

Position Summary: Provides reception/scheduling/prior authorization/administrative assistance to clinic, requiring understanding of organizational policies/procedures and operations. Exercises sound judgment and initiative with frequent internal and external contacts involving the exchange of sensitive information. Demonstrates attention to detail, sound communication and listening skills and provides safe patient focused care as part of the care delivery team. Demonstrates appropriate knowledge and skill to work in a sterile, medical environment to deliver high quality care to patients.

Essential Functions:

1. Demonstrates an attitude of professionalism and collaboration in providing assistance to the radiologists, midlevel providers, and staff in the implementation and performance of examinations and procedures.
2. Works effectively and responsibly in an environment with multiple demands, short time frames with minimal supervision required.
3. Oversees that work is performed in accordance to department standards and scheduling protocols.
4. Provides a variety of scheduling duties by phone, fax and electronic entry.
5. Works with leadership to ensure exam protocols, requirements and precautions are followed.
6. Coordinates and confirms appointment times to be convenient for the patient and efficient for the facility.
7. Obtains appropriate information to facilitate pre-authorization.
8. Good verbal and written communication skills. Must write legibly. Proofreading, editing, grammar and spelling skills.
9. Completes required documentation that conforms to prescribed style and format.
10. Must maintain strict confidentiality and effective communication with outside clients, physicians, co-workers, visitors, patients and the community.
11. Effectively presents information to patients, management or peers.
12. Performs other duties as assigned.

Education:	High school graduate or equivalent.
Experience/Training:	Minimum of one year of medical office experience is preferred.

Other Skills:	• Computerized scheduling • Successful experience working in a demanding, multi-tasking, high-volume, fast-paced medical environment, with care and compassion. • Computer experience, including keyboarding, MS Outlook and MS Word, and electronic medical records preferred. • Prior experience practicing and ability to hear, read, comprehend, analyze and interpret medical data, reports, and legal documents.

	Customer service experience showing ability to professionally respond to common inquiries or complaints from customers, doctors, or members of the medical community.
Interpersonal Behavior:	● Demonstrates creativity, integrity, initiative and critical thinking skills in an environment that is varying, unpredictable and includes crisis situations. ● Effective skills in interpersonal relationships, organization, attention to detail, prioritization, and problem-solving skills.
Physical Abilities:	While performing job duties, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand and walk; and reach with hands and arms. The employee must occasionally lift/carry/push/pull and/or moves up to 20 pounds.