

**SOUTH TEXAS RURAL HEALTH SERVICES, INC.
JOB DESCRIPTION**

JOB TITLE: Patient Services Clerk
FLSA Status: Non-exempt
JOB CONTROL Responsible to Clinic Supervisor

JOB SUMMARY: To facilitate all aspects of the front desk patient flow and record keeping.

DUTIES AND RESPONSIBILITIES:

Appointments/Receptionist

- Shall answer all incoming calls with proper telephone etiquette; must sound professional, credible, pleasant and sincere.
- Utilizes Walk-in Policy
- Confirms appointments one day prior to visit.
- Reschedules canceled or no show appointments.
- Shall maintain Daily Log/Sign-in sheet.
- Shall pull charts one day prior to the visit.
- Shall pull charts for audits as requested.
- Shall open mail correspondence daily.
- Shall stay until the last patient is seen, with proper authorization from the Immediate Supervisor

Eligibility/ Registration

- Shall be responsible for the accurate information on the manual DSHS registration forms, registering patients according to policy.
- Shall be responsible for the complete and accurate information for all TDH programs eligibility forms. Eligibility form and enter eligibility in computer system. Verification of patients' insurance according to policy.
- Shall disseminate promotional organizational pamphlets to new clients
- Shall participate as requested in Community Organizations; Health Fairs, etc.

Medical Records/Preparation of charts

- Shall file charts.
- Shall code charts.

- Shall implement Referral Procedure.
- Shall screen charts.
- Shall process medical records request/release.
- Shall be responsible for recall system.
- Shall audit charts.

Collections/Billing

A. ENCOUNTER RECONCILIATION

1. Calculate charges
2. Apply sliding fee and adjustments
3. Collect payments. Follow personal check policy.
4. Reconcile encounter at the end of the day, when the last patient leaves the clinic, by reviewing record documentation and information recorded on the encounter form.

B. BILLING PROCEDURES

1. Submit encounters no later than one day after visit.
2. Prepare deposit at the end of the day following the cash control policy. Money is not to be left at the clinic overnight.

C. ENCOUNTER FORM

1. Correct any errors on all copies of encounters returned from Billing Department no later than one day after received.
2. Submit Encounters by Scanning, PHC Data and referrals in sequential order on the date of service.

OTHER

Must be able to travel, have reliable transportation, a valid Texas Driver's License and current auto insurance. Must be willing to follow directives both verbal and written.

Any and all questions or concerns should go to your Immediate Supervisor.

Any other duties determined necessary by the Immediate Supervisor and/or CEO.

Employee Signature

Date