

Patient Access Representative

Are you passionate about helping people navigate their most vulnerable moments? At *[facility name]*, we're looking to hire an experienced patient access representative for our emergency and trauma departments. Qualified candidates will have at least two years of related experience or associated training.

As the first point of contact for many of our patients, you'll be working alongside the healthcare team to guide patients through the registration and admission process, while maintaining documentation requirements and serving as a liaison for the patient's logistic needs. This job is best suited for someone with excellent communication skills, a good attention to detail, and compassion.

If you have a heart for service and care about the patient experience as much as we do, continue reading below as we highlight the salary, benefits, and scheduling options we offer our valued team members.

Benefits

- Competitive pay
- Retirement plans and 401(k) options
- Health benefits (medical, vision, dental)
- FSA/HSA options
- Paid time off
- Tuition reimbursement
- Diversity, equity, and inclusion training
- Free parking

Duties and Responsibilities

Patient access representatives at our facility are expected to perform the following duties:

- Assist patients with registration and admission processes
- Help patients with directions and answers to their intake questions
- Obtain insurance and demographic information
- Collect copayments and communicate the patient's financial responsibilities
- Verify that admission documentation requirements (like the authorization for treatment) are complete
- Schedule appointments
- Assist with managing telephone calls and serve as a backup concierge

Compensation and Shift Requirements

- Full-time (40 hours per week), 12p-8p
- 1 weekend per month requirement
- Hourly rate starts at \$18/hour, with adjustments made for relevant education and experience
- Overtime and holiday pay are available
- Evening and night shift differentials are available
- Bi-weekly pay periods

Preferred Qualifications and Skills

Our patient access representative qualifications include:

- High-school diploma required, associates or bachelors degree preferred
- At least 2 years of working in a customer service- or clerical-based job, healthcare setting preferred
- Computer competency skills, electronic health record (EHR) familiarity preferred
- Excellent communication, time-management, and attention to detail and accuracy skills

Take the Next Step in Your Career Today

Ready to make a difference in patients' lives from the moment they walk through our doors? Learn more about becoming one of our valued team members and consider applying through our online portal today.