

PATIENT RELATIONS REPRESENTATIVE V

ROLE

Processing Assistant V. See Processing Assistant V (00442) for more information about this class.

NATURE OF WORK

Patient Relations Representatives interview patients or persons financially responsible for accounts in admission, registration, and financial offices; or they work with the collection and closing of patient accounts in a hospital or health agency; or they may work in the medical faculty practice plan of a school of medicine. Work requires personal contact exercising considerable tact and judgment to secure personal information, encourage payment of delinquent accounts, resolve problems and make adjustments to accounts. Public contact may involve patients, physicians, medical staff, attorneys, insurance companies, collection agencies and state and federal agencies. Tasks are similar to Accounting Clerk, but work also requires significant public contact and familiarity with patient accounting procedures, hospital and/or medical facility policies and collection procedures.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.