

LOGAN UNIVERSITY

JOB POSTING

Logan University is comprised of the College of Chiropractic and the College of Health Sciences and blends the perfect balance of tradition with innovation. Established in 1935, Logan College of Chiropractic is one of the largest and most respected chiropractic colleges in North America. Through the College of Health Sciences, Logan offers doctorate, master's degrees and bachelor's degrees that are accredited by the Higher Learning Commission of North Central.

Logan's 112-acre wooded campus is located in Chesterfield, Mo., a quiet, residential suburb of St. Louis. Its low student-to-faculty ratio provides more personalized instruction, which is most conducive to effective learning. MSNBC selected Logan's campus as an editor's pick of one of "America's Most Beautiful College Campuses." Logan offers an outstanding benefits package to eligible employees including free chiropractic care. Learn more about Logan University at www.logan.edu.

Patient Service Representative (PSR) Full Time

9.2.15

SUMMARY: The Patient Service Representative (PSR) serves as the primary point of patient contact for Logan University's Chiropractic Health Centers. In addition the PSR works closely with other Logan staff, clinical faculty and interns to provide administrative support in the delivery of high quality patient care and clinical education. An expectedly high level of interaction is required while maintaining a positive attitude and sensitivity when handling patient health care information. While this position reports to the Clinical Business Systems Director, day-to-day operational oversight may be provided by the site clinician(s).

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Practices and promotes effective, efficient and friendly communication with all health center patients, staff, faculty and students.
2. Monitor and make effort to minimize patient waiting time in the reception area and while checking in/out.
3. Schedule patient appointments in an effective and courteous manner.
4. Enter new patient information to electronic health record; when necessary, verify insurance benefits and update insurance information.
5. Collect patient payments when due, post payments in a timely manner.
6. Effectively field patient questions pertaining to health insurance, and/or transfer the patient to an appropriate source in a timely manner.
7. Limited cross-training in other key staff positions to facilitate absence coverage, including satellite locations, when necessary.
8. Follow appropriate patient check-out procedures, including form processing and other required activities.
9. Scan paperwork into the electronic health records system.
10. Periodic analysis and reporting of supplies inventory.

11. Run daily closing reports as directed.
12. For satellite positions: Take daily deposit to bank.
13. Other duties as requested.

COMPETENCIES: The position requires familiarity and moderate strengths in data entry, patient accounting and telephone etiquette, often in multi-tasking situations. To perform the job successfully, an individual must have strong customer service and communications skills that allow him/her to manage difficult and/or emotional situations. Attention to detail is necessary, often while under pressure. Must be able to maintain confidentiality while speaking clearly and persuasively in positive or negative situations.

QUALIFICATIONS: An individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Six months to one year of related experience and/or training is required. Must have intermediate language skills and basic math skills. Must have ability to solve practical problems and deal effectively with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills: **Basic understanding of software function and data entry. Experience with patient accounting software is preferred..**

Interested candidates please send resume to: resumes@logan.edu