



321 Madison Street  
P.O. Box 336  
Sheridan, MT 59749  
Phone: (406) 842-5453  
Fax: (406) 842-5455  
[www.RVMC.org](http://www.RVMC.org)

## **Patient Services Coordinator**

Coordinate and administer patient services as they relate to all functions from scheduling through check-out. "Employee performs all duties in a manner consistent with the mission and values of RVMC." The Patient Coordinator works under the supervision of the Director of Revenue Cycle.

### **Job Duties:**

- Answer primary telephone
- Manage appointment requests and assure that all appointments are properly entered in the scheduling program
- Call scheduled patients in a timely manner to remind them of their appointment
- Assure that all check-in procedures are followed prior to admitting a patient; including making patient charts, verifying information and obtaining appropriate signatures
- Properly register all patients and make sure that all information that is required for billing is accurately entered in the system, at the same time collect payment for co-pays or sliding scale
- Confirm insurance and/or Medicare eligibility status
- Administer patient check-out procedure and provide a bill
- Take the necessary steps to collect over-due accounts.
- Co-Pay collection and posting payments received in the clinic
- Other duties as assigned
- Satisfactory time and attendance

### **POSITION REQUIREMENTS**

#### **Licensure/certification/registration:**

- None

#### **Minimum Education Requirements:**

- High School Diploma; Bachelor's Degree in Business or similar field preferred or comparable job experience may be considered.

#### **Minimum Experience:**

- 3-5 years in Hospital or Clinic Setting.

**Special Qualifications or Skills:**

- Strong computer proficiency;
- Medical Billing and Terminology experience;
- Interpersonal skills;
- Multi-line phone proficiency.

**Physical Requirements:**

- Office equipment used - Computer, Calculator, Printer, Fax Machine, Copier, Telephone, Credit Card machine.
- Work Environment – While performing the duties of this job, the employee constantly works around others, with the public, and usually inside. The noise level in the work environment is typically moderate.
- Physical Demands – While performing this job the employee is required to use hands to finger, handle, or feel objects, and to type on a keyboard. The employee is required to sit, talk, write, hear, and read. The employee may be required to stand for extended periods of time, walk, stoop, kneel, and reach with hands and arms.
- Vision Demands – Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Mental/Motor Demands – While performing the duties of this job, the employee does routine work. The employee frequently exercises flexibility (switching from one task to another). The employee occasionally has to maintain attentiveness intensity. The employee is frequently involved in social interaction which requires oral communication and written communication. Memory, reasoning, and exercising judgement are constant requirements of the job. Mathematic skills are frequently utilized for this job.