



POSITION DESCRIPTION

Patient Access Representative

Location: Sutherlin

Job Summary:

The Patient Access Representative is the first point of contact for patients. This position will greet and check in patients, support registration, and verify insurance and demographic information.

Additionally, the representative will be responsible for answering multi-line phone calls, scheduling and rescheduling appointments, confirming calls, and checking out patients.

Overview:

Pacific sports and spine is dedicated to providing the highest level of medical treatment for its patients. This is achieved through the continuous training of its physicians and medical staff to support and encourage every employees professional growth and achievement and a commitment to excellence in both medical practice and employer. These principles coupled with perseverance and dedication we aim to lead the Pacific Northwest as a medical provider and employer.

Key Responsibilities:

- Answer phone calls and respond to emails related to patient access.
- Collect and verify patient information (name, DOB, contact details, etc.).
- Ensure accuracy in patient records and update them as needed.
- Provide patients with necessary forms and explain practice policies as needed.
- Greet and assist patients with a welcoming and professional attitude.
- Answer patient inquiries regarding services, billing, and appointments.
- Schedule patient appointments, tests, and procedures.
- Assist with rescheduling or cancellations as needed.
- Verify patient insurance coverage and eligibility.
- Explain co-pays, deductibles, and out-of-pocket costs to patients.
- Process payments.
- Make reminder calls.
- Register patients.
- Manage the PAR bucket, CNX list, and no-show lists.

Qualifications:

- High School Diploma

Other Duties as assigned:

- Flexibility: Perform additional responsibilities as needed to support the mission and goals of Pacific Sports and Spine the organization.



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Hard Skills

- Commitment: Strong commitment to Pacific Sports and Spine's mission vision, and organizational values
- Patient Registration and Scheduling-Experience with appointment scheduling systems and check-in procedures
- Insurance verification and Billing-Knowledge of insurance plans, claim processing, copays, deductibles, and prior authorization.
- HIPPA compliance-Understanding of privacy laws and regulations regarding patient information
- Data Entry and Accuracy-Fast and accurate typing skills for entering patient demographics and insurance details.
- Collecting Payments and Processing Transactions-Handling copays, deductibles, and payment plans.
- Phone Systems and Call Handling-Experience with multi-line phone systems.

Soft Skills

- Interpersonal Communication: Excellent verbal and written communication, able to connect with diverse stakeholders.
- Empathy and Compassion: Strong understanding of the patients that are experiencing pain and medical issues.
- Problem-Solving: Ability to assess complex situations and develop effective, practical solutions
- Adaptability: Flexible and able to thrive in a dynamic environment, adjusting priorities as needed.

Work Environment:

- This position will require working in a clinic setting.
- The role involves interacting with patients both in person and over the phone.

Reporting Structure:

- The Patient Access Representative operates within the Front office Department and reports directly to the Front office Manager.

Compensation and Benefits:

- Hourly wage
- Position is eligible for employer-sponsored health benefits
- Schedule: Monday-Friday, 8am–5pm

Employment Status:

- Full-time, 40 hours per week, non-exempt position.



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- Oregon is an at-will employer state and reserves the right to terminate employment at will.

Work environment and Physical Requirements:

- Clinical Setting – Work is primarily performed in a medical clinic environment with exposure to patients, healthcare equipment, and medical supplies.
- Confidentiality & HIPAA Compliance – Strict adherence to patient confidentiality and federal privacy regulations.
- Compliance & Safety Regulations – Adherence to OSHA, HIPAA, and other healthcare safety standards.
- Exposure to Illnesses – Potential exposure to infectious diseases, bloodborne pathogens, and bodily fluids; adherence to safety and sanitation protocols required
- Physical Demands – Frequent standing, walking, bending, and lifting are required
- Team-Oriented Environment – Collaboration with doctors, nurses, administrative staff, and other healthcare professionals.
- Relationships – Respectful productive relationships with co-workers, patients and outside professionals.
- Patient Interaction – Direct engagement with patients, including those in distress, requiring strong communication and empathy
- Influenza immunization required – Paid for by employer
- A Patient Access Representative at Pacific Sports and Spine will spend most of their day seated at a desk, working on a computer and/or handling paperwork. Prolonged computer use, along with frequent typing, can lead to discomfort in the back, neck, shoulders, or wrists if ergonomics are neglected. Eye strain may result from focusing on screens and small text, while filing and organizing records may require bending or reaching.
- The role may also involve using telephones or headsets, requiring high concentration to ensure accuracy and compliance. Although not physically demanding, the sedentary and repetitive nature of the role can cause strain. Taking breaks and maintaining good posture can help prevent discomfort and injury.

Employee Signature: _____ Date: _____

Employer Signature: _____ Date: _____