



Marshall B.
KETCHUM UNIVERSITY

Patient Relations Representative

JOB SUMMARY

The Patient Relations Representative is the central point of contact for the University Eye Center. They greet the patients and visitors, verify insurance eligibility, make appointments, assist walk-ins, check in patients presenting for services and problem solve patient issues. They are responsible for accurately collecting and entering patient information into the practice management system. They will ensure appropriate payment and the correct billing and diagnosis codes are accurately entered into the computer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and welcome patients upon entering the Reception Area and check them in with courteous smile.
- Responsible for checking in patients with appointments in a timely manner and informing them of patient's arrival.
- Schedule patient appointments for all departments as specified and call patients to confirm next day appointment.
- Always treat patients with courtesy, respect and efficiency whether on the telephone or in person.
- Responsible for preparing/updating fee tickets and demographic information.
- Scan all intake forms and patient provided documents into the patients' electronic health record.
- Identify at Check-in who is the person/insurance, etc. that will pay for the services/materials provided-most important.
- Ensure that authorization for patients with insurance and or third parties are obtained prior to appointment and attached to fee sheet.
- Ensure all patient information is current at all times in medical record and patient management system.
- Aid patients on completing office forms and answering questions about fees when necessary.
- Complete any and all tasks necessary to close and secure the front desk at the end of the shift and to prepare for the next day.
- Help maintain an electronic appointment reminder system by entering proper data into the medical record.

- Collect fees from patients in the form of cash, credit and checks.
- Provide correct change to cash paying patients when necessary.
- Answer telephone, take accurate messages and/or transfer patient calls to the appropriate service or individual.
- Assist patients with concerns and complaints, referring them to the patient relations supervisor when necessary.
- Assist the Doctors and Interns with various requests that are usually performed at the front desk.
- Manage and follow up on all referrals.
- All other front office reception duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each 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.

Under immediate supervision, performs routine clerical tasks, such as copying data, typing, and filing according to standard procedures. Maintains records and files and processes simple documents.

EDUCATION AND/OR EXPERIENCE

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:

High school diploma or general education degree (GED); and 1-2 years of related experience and/or training; or equivalent combination of education and experience.

ABOUT THE ORGANIZATION

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and will award a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under *Employment* for more details regarding benefits of working for MBKU (www.ketchum.edu).

HOW TO APPLY

Interested candidates, please send a cover letter along with your resume to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.