



## Western Washington Medical Group

### **Patient Service Representative – Full Time**

**Date:** 2/20/25

**Location:** Bellingham, WA

The Patient Service Representative functions as the interface with Cardiology and Pulmonary patients, staff, and physicians at our Bellingham clinic location. In addition, this person is responsible for performing a variety of administrative duties to support clinic operations and management.

### **PRIMARY JOB RESPONSIBILITIES (ESSENTIAL FUNCTIONS)**

#### **Reception and Customer Service, *includes but is not limited to:***

- Greets and directs visitors/patients and offers assistance.
- Registers new patients and schedules office appointments.
- Inputs patient registration, billing and patient charge data into database
- Verify Insurances on all patients coming in to the clinic prior to their appointments
- Extensive EMR data collection and input.

#### **Phone Scheduling Lines, *includes but is not limited to:***

- Answer all phone lines and transfer calls to appropriate place or take accurate message and route via EMR
- Answers multiple telephone lines using defined etiquette standards; route calls and messages.
- Schedule appointments for a variety of patients and situations.
- Enter Recall information in computer if unable to schedule follow up appointment
- Mail new patient packet information
- Maintain Knowledge of insurance plans we accept
- Obtaining referrals from Primary Care physicians when required.
- Knowledge in requesting authorization for procedures, which includes faxing and/or mailing chart notes, and authorization request form when requested
- Arrange Interpreter Services
- Other duties as assigned

#### **Medical Record Maintenance *includes but is not limited to:***

- Prepares charts for daily appointments.
- Maintains patient medical record files, files lab reports, dictated reports, and hospital records.

### **QUALIFICATIONS/SPECIAL CHARACTERISTICS/REQUIREMENTS**

#### **Education Background**

- High school diploma or GED equivalent.
- Some college coursework preferred.

#### **Work Experience**

- Minimum of 2 years customer service or clerical support required.
- Experience in a health care setting preferred.
- Must be able to provide proof of legal authorization to work in the United States.

**Special Training/Skills**

- Microsoft application skills: Word, Excel and Outlook.
- Data entry skills required.
- Demonstrates customer service skills.
- Excellent organizational skills, high attention to detail and accuracy.
- Familiarity with electronic medical records; preferred
- Ability to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served.

**Benefits include:**

- Medical, Dental, and Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Western Washington Medical Group requires all new employees to be vaccinated for Covid-19. As we work in a medical facility we adhere to state requirements on mask wearing for all staff and patients.

**Schedule:** Approximately up to 40/hours per week – Monday to Friday, no evenings or weekends.

**Salary:** Hourly wage, \$22 - 25 per hour depending on experience, skill set, and education.

**To Apply,** please send cover letter and resume to: [cardiomanager@wwmedgroup.com](mailto:cardiomanager@wwmedgroup.com) and [rsundquist@wwmedgroup.com](mailto:rsundquist@wwmedgroup.com) .

*Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.*