

**Obstetrics & Gynecology Specialists, P.C.**  
**Position Description**

**Title:** Patient Information Specialist

**Department:** Front Office

**Reports To:** Front Office Manager

**FLSA Status:** Non-Exempt

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**Summary:** This individual will greet, instruct, direct and schedule patients and visitors; as well as maintain records and accounts. Speaks directly via phone with patients to coordinate appointments and send to appropriate nurse triage. Inputs data from patient encounter form into the computer. Serves as a liaison between patient and medical support staff.

**Essential Duties:** Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Welcome patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimize patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keep patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comfort patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
- Maintain patient accounts by obtaining, recording, and updating personal and financial information.
- Record and collect patient charges and controls credit extended to patients
- Help patients in distress by responding to emergencies according to policies and procedures
- Protect patients' rights by maintaining confidentiality of personal and financial information.
- Enhance professional growth and development through staff meetings, education programs, conferences, etc.; attends meetings and participates as required.
- Contribute to team effort by fulfilling other duties as needed.
- Work toward continuous quality improvement
- Uphold, support, and promote all company policies and procedures

**Qualifications:** To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

**Education/Experience:**

- High school diploma or general education degree (GED)
- One year related experience and/or training preferred
- Proficient in use of computer
- Knowledge of medical terminology desirable.

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#### Language Skills:

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

#### Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

#### Certificates, Licenses, Registrations:

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**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately 1/3 to 2/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately less than 1/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Travel- Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately 30 pounds, less than 1/3 of on-the-job time, non-continuously.

Physical demand requirements listed are primarily applied to sitting and working at computer for long periods of time, ability to lift and move paper supply, client files, etc.

- Vision – Close vision (clear vision at 20 inches or less), Distance vision (clear vision at 20 feet or more), Color vision (ability to identify and distinguish colors), Peripheral vision (ability to observe an area that can be seen up and down or to the left and right, while eyes are fixed on a given point), Depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Vision requirements listed are primarily applied to use of computers, color coded files, etc.

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**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental – There is little to no exposure to hazardous environmental conditions.

Noise – Moderate to Loud (i.e. typical medical practice noise – patients, computers, printers, phones, fax machines, etc.)

**Acknowledgement:**

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date