



Job Title: Patient Relations Assistant

Reports to: Patient Relations Manager

FLSA Status: Non-Exempt

Version Date: 01/2023

Job Summary

Performs a wide variety of administrative duties to include answering phones, scanning, medication preauthorization's, preparing patient paperwork and consent forms, collecting urine drug screens, tracking PT visit authorization, organizing/cleaning common areas and other tasks assigned.

Essential Functions

- Collect urine/swab samples from patients and prepare specimens for laboratory analysis.
- Type routine correspondence and reports from medical dictation or handwritten copy.
- Answer telephones, relay messages, reminder calls and greet patients
- Verify patient information by interviewing patient, recording medical history, confirming medication list
- Directing and/or accompanying patients to the medical provider
- Prepare medical consent forms for inductions, injections, prescribed medications, etc.
- Educate patients by providing medication, information and instructions, obtaining authorizations and answering questions
- Keep supplies ready by inventorying stock and organizing/cleaning common areas of clinic
- Track and submit Optum Authorization Forms for Physical Therapy
- Enter patient information within Dxscript system
- First assist and coverage for Patient Relations Coordinator

Skills and Qualifications

- Associates degree or two years of relevant experience
- Medical Assisting background, patient care experience and/or Behavioral Health experience.
- Strong customer service focus
- Effective verbal and written communication skills
- Teamwork orientation
- Organized and able to manager multiple priorities
- Good judgement
- Resourcefulness in problem solving
- Able to take and follow through with delegated tasks and accountability
- Able to lift up to 25lbs

Employee Name _____

Employee Signature _____

Date _____