



**Neurology Solutions**  
9011 Mountain Ridge Drive, Suite 100  
Austin, Texas 78759  
<https://www.neurologysolutions.com/>

## Job Description

**Job Title:** Patient Representative

### Summary

Assists patients checking in by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Opens the office in the morning and ensures the lobby is clean.
- Clear Athena Practice inbox BID to TID
- Reviews the patient schedule and checks in patients.
- Answers and directs incoming calls, checks voicemail messages, and returns calls daily.
- Ensures there is a full daily schedule by communicating with front office staff, management, and MA's concerning schedule openings.
- Sends patient cases to providers PRN.
- Updates the 'no show' spreadsheet and distributes it to appropriate personnel.
- Reviews the eligibility and phone tab in Athena.
- Contacts patients on a weekly basis to ensure they are following up with the office according to the DBS protocol.
- Maintains DBS spreadsheet up to date.
- Prepares daily paperwork at least 2 days in advance.
- Checks for MoCA's and schedules blocks on the cognitive testing schedule.
- Prepares daily reconciliation.
- Creates barcodes for check-in forms and provider scans.
- Empties journal output folder every week.
- Checks in hospital patients (DBS or f/u) PRN.
- Assists patients during check out and schedules their next appointment.
- Creates patient cases on occasions where a patient leaves without re-scheduling.
- Updates spreadsheets with available appointments and distributes them to appropriate personnel.
- Runs payments for supplements/vitamins and compound prescription medical foods/drinks and prepares the appropriate paperwork to document sales.
- Properly schedules all in-office procedures.

- Communicates with appropriate parties to ensure insurance coverage prior to procedures taking place.
- Maintains Athena Non-programming and follow up spreadsheet.
- Notifies patients promptly if their appointment must be rescheduled or moved to another provider.
- Sends patient cases to providers PRN.
- Floats within the front office staff.
- Assists with other duties, as required.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

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

### **Education and/or Experience**

High school diploma or general education degree (GED); and 2 year of related experience; or equivalent combination of education and experience.

### **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.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms and climb or balance. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**