



LA MAESTRA  
COMMUNITY HEALTH CENTERS  
City Heights · El Cajon · National City · Lemon Grove

# La Maestra Community Health Centers

## Job Announcement

### Patient Services Representative (PSR)

**Starting Pay:** DOE

**Location:** City Heights– Full Time/ Non-Exempt

**Hours of Work:** TBD- Monday - Friday with occasional Saturdays

#### **Responsibilities Include (but not limited to):**

- Greet patients, clients, and visitors entering the clinic following all organizational customer service guidelines
- Answer telephones (includes scheduling appointments) and provide information on Clinic operations following La Maestra's established Phone Call Etiquette
- Check in/process Patients following set procedures and protocols
- Provide coverage at Call Center and perform Call Center Operator duties as assigned
- Check clinic voicemail messages and take appropriate action (i.e. call back patient, schedule appointment, forwarding message information to intended recipient, etc.)
- Determine patient eligibility under government programs
- Explain payment options and arrange for payment according to sliding fee scale
- Complete forms for payment for services, including private insurance forms and government program forms
- Gather data and complete intake forms; assist patients with completion of forms while ensuring completeness and legibility of patient supplied information
- Responsible for being familiar with the guidelines and standards of the government programs the Clinic is engaged in and patients' use, in paying for services. Become and remain familiar with common private insurance company guidelines and standards
- Complete daily log at the end of each Clinic day. Account for all moneys collected, submit cash and record entry on Cash Receipt Log to the Chief Financial Officer's department
- Follow up on the no show patients (the day appointment was missed)
- Call patients to remind them of scheduled appointment (the day prior to the appointment)
- One third of receptionists' performance includes patient satisfaction levels. Performance Appraisal will include the level of patient satisfaction and accuracy of processing encounters and registration of patients.
- Maintain effective communication and working relationships with other employees and patients



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#### **Job Requirements:**

**Education:** High School Diploma or GED

**Certification:** Medical Administrative Assistant or Medical Assistant Certificate preferred.

**Experience:** 1-2 years' experience in a physician office or hospital setting as a Patient Services Representative or registration preferred.

**Verbal and Written Skills to perform the job:** Bilingual Preferred. Familiarity with basic word processing, spreadsheet, and database applications. Accurate keyboarding skills.

**Technical knowledge and skills required to perform the job:** Excellent verbal, written and interpersonal communication skills and the demonstrated ability to work with diverse individuals and groups. Demonstrate high levels of self-initiation and direction. Knowledge of communities we serve. Knowledge and experience working in medical settings and interacting collaboratively with medical teams. Skill in analyzing situations and making timely decisions.

**Interested Applicants please submit Cover Letter and resume to:**

**Human Resources Department**

Email: [employment@lamaestra.org](mailto:employment@lamaestra.org)

Fax: 619-269-1291

*La Maestra Community Health Centers is an equal opportunity employer and does not discriminate on the basis of race, religion, color, sex, national origin, age, sexual orientation, gender, disability or any other legally protected status.*