

**Monroe Surgical Hospital – EOE
Position Available**

Title: Patient Account Representative
Status: Full-Time 80 Hour
Department: Business Office
Reports To: Deborah Jones, Business Office Dir.
Hours: Monday – Thursday: 7:30 – 5:00
Friday: 7:30 – 12:00
Position Code: MSHI01

Job Summary:

Greets patients at front desk; arranges for the efficient and orderly admission of patients who enter the facility for testing and procedures; ensures that patient information is collected and that patients are informed of hospital policies and procedures; interviews incoming patient and/or representatives and enters information required for admission into computer system; distributes appropriate information to ancillary departments; provides insurance verification for patient insurance; collects payments as necessary.

Education & Requirements

- Prefer high school graduate or GED; some college a plus
- Previous experience in hospital or clinic patient admissions and associated processes, preferred
- Previous experience in hospital insurance verification and billing, preferred
- Release of Information knowledge
- Ability to deal tactfully with a diverse group of people in a fast-paced environment
- Commitment to high-level customer service
- Mature, responsible team player, organized and able to multi-task
- Willingness to learn new processes as requirements evolve
- Basic computer skills (word, excel, spreadsheets) required
- Previous experience with public
- Consults/works with other departments as appropriate to provide and collaborate in patient care activities

To apply for this position:
Submit employment application, cover letter and resume` to
kristinakennedy@monrosurgical.com or fax to 410-1960

Posted 09/18/2023