



# THE ORTHOPAEDIC SURGERY CENTER

## Patient Service Representative

You will be the first point of contact for patients by providing clinic reception in a fast paced environment. You will greet and register patients, complete all necessary forms, obtains demographic and insurance information, collect co-payment, post payments, and add or update basic patient account information. A positive attitude and a welcoming smile is a MUST!

## Primary Responsibilities

- Greets patients and visitors and responds to routine requests for information
- Answers telephone, screens calls, and takes messages
- Obtains demographic and insurance information
- Schedules surgery
- Call Patients with arrival time
- Type consents
- Assembly/completion of surgery charts
- Sending out the schedule
- Documentation of x-ray
- Specimen reports
- Ordering office supplies and nourishment for condiment area

## Skills / Requirements:

- Ability to multitask, organize and prioritize in a fast pace environment with a strong attention to detail
- Excellent customer service and communication skills
- Ability to effectively communicate with a variety of patients, staff and physicians
- Experience in using personal computers, Microsoft office, or similar
- EPIC experience preferred
- Ability to read and understand verbal and written instructions
- Medical terminology a plus
- Full-Time: M-F 8-1630, Hours need to be flexible for the November / December with late surgeries, 9-1730/10-1830

Please send resume and cover letter to Roberta at: [rcarr@orthowisconsin.com](mailto:rcarr@orthowisconsin.com)