

## **Outpatient Access Specialist**

**Job ID:** 227192

**Pay Grade:** 7 | **Reports To:** Practice Manager

### **Position Summary:**

The Outpatient Access Specialist (OAS), as the face of the practice, provides a warm welcome to patients, families, and other customers in person and over the phone. Always demonstrating UR Medicine's ICARE values, the OAS is responsible for reception, check-in, check-out, and telephone call triage. The experienced OAS will also help train new employees.

### **Work Hours:**

Must be able to perform rotating shifts: 7:30am – 4:00pm, 8:00am – 4:30pm, 9:00am – 5:30pm  
The closing shift (9:00am – 5:30pm) may be extended past 5:30 on occasion depending on patient schedule.

### **Responsibilities & Duties:**

**The OAS accurately and efficiently performs the following duties:**

#### **Performs check-in procedures – 30%**

- Welcomes all customers with enthusiasm and compassion
- Arrives patients in the electronic medical record (EMR), print labels, and notify clinical staff of arrival
- Confirms and updates patient demographics and insurance information
- Processes PCP change forms when necessary
- Obtains patients' signatures for required forms
- Provides patients with education to complete required forms and screenings

#### **Performs other reception procedures – 10%**

- Processes walk-ins according to protocol, including situations where patients request to be seen by a provider, need a PPD read, need medication refills, etc.
- Processes paperwork being dropped off by obtaining a complete release of information and all required information for the paperwork to be completed

#### **Performs check-out procedures following patient clinic appointments – 30%**

- Checks out patients in the EMR
- Collects new patient paperwork from patients and assign the new provider(s) in the EMR
- Ensures that patients receive designated post-visit services, including lab work, immunizations, etc.
- Schedules designated follow-up visits
- Prints after-visit summary (AVS)
- Arranges patient transportation home as necessary
- Puts together new patient packets

#### **Performs phone room procedures – 30%**

- Answers and process calls from other providers and the Access Center
- Documents and route calls to the appropriate team
- Warm transfers urgent clinical calls to the triage nurse

- Schedules appointments from the new patient scheduling pool, bump list, wait list, and recall list

**Qualifications:**

High School diploma and 2.5 years related work experience; or an equivalent combination of education and experience. Demonstrated customer service skills required. Medical terminology and electronic medical records experience preferred. Ability to act as a resource to less experienced staff preferred.

**To Apply:**

Current University of Rochester employees: apply through HRMS.

Non-University of Rochester employees:

1. Go to the [UR Careers Page](#).
2. Under Job Search, select All Other Openings.
3. In the Search Jobs box, enter the Job ID at the top of this posting.
4. Select the posting.
5. Select Apply for Job.