



# Wallowa County Health Care District

**JOB TITLE: Patient Access Representative**

**FLSA STATUS: Non-Exempt - Union**

**DEPARTMENT: Business Office**

**DATE: August, 2025**

**REPORTS TO: Patient Accounts Supervisor**

**APPROVED BY: Chief Financial Officer**

## **JOB SUMMARY:**

The Patient Access Representative is responsible for greeting and registering patients in a professional and efficient manner. This position is responsible for accurately collecting patient demographic and insurance information, collecting co-pays, and guiding patients to the appropriate department for care. The representative also answers incoming patient calls and manages work queues related to financial assistance, insurance inquiries, and other front office matters. Success in this role requires strong interpersonal skills, attention to detail, and a commitment to maintaining patient confidentiality while ensuring the coordination of services. This position may also assist with posting Accounts Receivable (AR) payments, ensuring accurate application of patient and insurance payments to accounts in accordance with established procedures.

## **MISSION, VISION & VALUES:**

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

Includes the following and other duties as may be assigned.

- Greet and register patients in a courteous and timely manner, ensuring the accurate collection and verification of demographic, insurance, and contact information while providing required forms and directing patients to appropriate departments.
- Verify insurance eligibility, obtain necessary authorizations, and collect co-pays or other payments at the time of service; in accordance with financial policies and procedures.
- Serve as a key point of contact for patients by answering incoming phone calls, responding to questions about financial assistance, insurance, and front office procedures.
- Maintain patient confidentiality in compliance with HIPAA regulations and organizational standards.
- Monitor and resolve assigned work queues in the EHR system and collaborate with clinical, billing, and administrative staff to support seamless patient flow and accurate account processing.
- Perform front office duties such as scanning, filing, and data entry; contribute to team operations through active participation in training, meetings, and quality improvement initiatives, and assist with other tasks as assigned.
- Post patient and insurance payments to accounts receivable, ensuring accurate application of payments, adjustments, and denials in compliance with financial policies and billing regulations.

## **EDUCATION & EXPERIENCE:**

- High School Diploma, education should include courses in bookkeeping, typing, grammar and mathematics.



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- Prior experience in a healthcare setting, patient registration, medical billing, or customer service is desirable but not essential.

## **CORE COMPETENCIES:**

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Proactively seeks meaningful tasks during slower periods to support the team.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

## **POSITION SPECIFIC COMPETENCIES:**

- Clerical - Demonstrates knowledge of administrative procedures, including word-processing, managing records, form design, and general office operations.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Language - Possesses a strong command of the English language, including grammar, spelling, and composition; able to convey information clearly and professionally in both spoken and written forms.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation - Proactively seeks opportunities to assist patients, coworkers, and visitors in a courteous manner.
- Critical Thinking - Applies logic and reasoning to evaluate options, solve problems, and make sound decisions.
- Patient Privacy Regulations - Understanding of HIPAA and handling of Protected Health Information (PHI).

## **WORK ENVIRONMENT:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

## **WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:**

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress



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code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

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I have read and understand the above job description.

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**Employee Signature**

**Date**