



Patient Services Representative - Hospice & Palliative Care

PSR Job Summary:

The Patient Services Representative - Hospice & Palliative Care (PSR) coordinates and provides patient support services. The PSR will be the primary point of patient intake into VHOCC case load, coordinating with local/regional referring providers to obtain needed intake information and paperwork. The PSR will contact patients, families, and/or caregivers to verify intake details, obtain additional information, and schedule admission visits. The PSR will be responsible for data entry into VHOCC systems as needed to support the clinical team and insure optimal patient care.

The PSR coordinates with volunteers, staff, patients, families, and community partners to assist with meeting patient and family needs. The PSR is a key point of communication both internally and externally. The PSR will help to educate professionals and community members about services, admission requirements, community resources, and medical equipment lending.

This position works in close collaboration with:

- The clinical team which consists of a Clinical Team Manager, Patient Care Coordinators, Part Time & Per Diem RNs, and Certified Nursing Assistants
- The mission support team which consists of the Executive Director, Volunteer Services Manager, Development Director, and Administrative Assistants

PSR Responsibilities:

- Serve as VHOCC's "front-face" to medical professionals seeking to admit patients to VHOCC services.
- Triage referrals and schedule admissions.
- Serve as a resource regarding medical equipment and supplies.
- Develop a positive, trusting relationship with patients, families, caregivers, and medical professionals.
- Respond to calls from community members, patients, and families about VHOCC programs and services.
- Communicates various types of information to patients, families, caregivers, referring providers/agencies, and care partners.
- Assist with notifications of patient death (mortuary, PCP, peers, other agencies).
- Assist with accessing community resources, providers, and/or systems.
- Chart in Electronic Health Record system.
- Perform general clerical duties.



Schedule: This position is a full-time position that may be job shared. The PSR position generally requires 40 hours per week. The ideal candidate will work 5 days per week, with occasional need to support on weekend days. Most of the work will take place in VHOCC facilities in Port Angeles and Sequim. There may be opportunities to work remotely with pre-approval from management.

Wage & Benefits:

- The hourly rate of pay will depend on the experience of the candidate and will be in the range of \$20 to \$24 per hour.
- Eligibility for medical, vision, and dental coverage.
- Eligibility for 401K contribution.
- Paid Time Off and additional benefits pursuant to VHOCC's policies.

Required Skills/Abilities:

- Clerical competence.
- Meticulous attention to detail.
- Compassionate communication.
- Strong decision-making, organizational, time-management, and critical thinking skills.
- Knowledge of medical terms and practices.
- Professional manner and appearance.
- Strong interpersonal skills.
- Comfort working independently and in teams.
- Proven ability to maintain discretion and confidentiality.
- Flexible and adaptable to new situations/emerging needs.
- Ability to multitask, prioritize, and independently identify, address, and solve problems.
- Able to work respectfully with people of different backgrounds and values.
- Technologically competent with ability to work across various platforms, tools, and applications. Proficient in Microsoft Office Suite (Word, Excel, Outlook, and Power Point).

Education, Certifications, and Experience Requirements:

- Two years of general office experience, one year of office or customer service experience in a healthcare setting, or equivalent education/experience.
- High school graduation or equivalent.
- Successful reference and background checks.
- Desirable: Successful completion of medical terminology course and/or certification.

Physical Requirements:

- Ability to kneel, stoop, climb, stand, crawl, and sit for long periods of time.
- Ability to lift 10 pounds at a time.
- Ability to drive between offices and other locations as needed to meet day-to-day business needs.