

Job Description



Title/Position: Patient Access Representative

Department: Clinic

Reports To: Clinic Director

Days/Hours: Monday – Friday, 80 hours/pay period

FLSA Status: Non-exempt

Wage Scale: \$17.66-\$23.73

Reviewed: February 9, 2026

JOB SUMMARY:

Patient Access Representative staff are responsible for answering incoming phone calls, taking messages, scheduling appointments, blocking/opening provider schedules, registering patients for clinic and outreach appointments, communicating with nursing, ensuring all necessary paperwork is completed, checking patient insurances, taking payments, answering patient questions, explaining appointment processes to patients, and completing other duties as assigned.

STANDARD REQUIREMENTS:

- Supports the mission, vision, and values that make us SHINE at Appleton Area Health.
- Adhere to AAH Code of Conduct
- Adhere to facility policies
- Supports, cooperates with, and implements specific procedures and programs for:
 - Safety, including universal precautions and safe work practices, established fire/safety/disaster plans, risk management, and security, report and/or correct unsafe working conditions, equipment repair, and maintenance needs.
 - Confidentiality of all data, including resident, employee, and operations data.
 - Quality assurance and compliance with all regulatory requirements.
 - Compliance with current law and policy to provide a work environment free from sexual harassment and all illegal and discriminatory behavior.
- Supports and participates in common teamwork:
 - Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction including appropriate judgment.
 - Uses tactful, appropriate communication in sensitive and emotional situations.
 - Follows up as appropriate with supervisor, co-workers, or residents regarding reported complaints, problems, and concerns.
 - Promotes positive public relations with residents, family members, and guests.
 - Completes requirements for in-service training, acceptable attendance, uniform dress codes including personal hygiene, and other work duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: (The following statement represents the minimum experience and training standards that will be used to admit or reject applicants for interview and selection, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education).

- High school diploma or GED required
- One to three months of experience in a related field, or a combination of education and experience
- Medical Assistant education, medical terminology, and clinic and/or hospital experience are preferred, but not required
- Must be proficient with computers and possess adequate typing skills
- Must possess professional phone etiquette and have excellent customer service skills

- Must possess the ability to read and interpret written material such as safety rules, operating and maintenance instructions, and policy & procedure manuals; write routine reports and correspondence; effectively communicate with patients and staff.

ESSENTIAL FUNCTIONS:

- Communicate with patients and all departments within the facility.
- Answer phone calls from patients, vendors, and staff within the facility.
- Take and deliver messages in appropriate format to providers, nurses, and other staff within the facility.
- Manage provider schedules and schedule patients on appropriate schedules.
- Greet and register patients for appointments and ensure all personal data is updated and correct.
- Handout and explain all paperwork needed for patient appointments.
- Collect co-pays and payments from patients.
- Collect and check insurances for all patient appointments.
- Maintain a clean and inviting reception area which may include, but is not limited to: cleaning, organizing, and stocking coffee station, wiping down counters, pens, and clipboards, watering plants, picking up waiting areas, sweeping, mopping, and vacuuming as needed throughout the day.

PHYSICAL AND MENTAL DEMANDS:

For physical and mental demands of the position and environment, see the following description.

Physical and Mental Demands (The ADA requires employers to make reasonable accommodations for a person with a Disability. This information is needed to assist AAHS in meeting these obligations).				
PHYSICAL DEMANDS (FREQUENCY BASED ON AN 8 HOUR SHIFT)	NOT APPLICABLE	OCCASIONALL Y 1-2.5 HR	FREQUENTLY >2.5-6 HR	CONTINUOUSL Y >6-8 HR
STANDING			x	
WALKING			x	
SITTING			x	
REACHING ABOVE SHOULDERS		x		
REACHING AT WAIST LEVEL			x	
REACHING BELOW KNEE		x		
CLIMBING		x		
LIFTING ABOVE SHOULDER <10 LBS		x		
LIFTING ABOVE SHOULDER > 10 LBS		x		
LIFTING FROM FLOOR TO WAIST <10 LBS		x		
LIFTING FROM FLOOR TO WAIST 10-30 LBS		x		
LIFTING FROM FLOOR TO WAIST >30 LBS		x		
CARRY WAIST LEVEL <10 LBS			x	
CARRY WAIST LEVEL 10 - 30 LBS		x		
CARRY WAIST LEVEL TO 31 - 50 LBS		x		
CARRY WAIST LEVEL > 50 LBS		x		
PUSHING/PULLING < 20 LBS		x		
PUSHING/PULLING 21 - 75 LBS		x		
PUSHING/PULLING 76 - 150 LBS		x		
PUSHING/PULLING >150 LBS		x		

WRITING				X	
HEARING					X
SQUAT/KNEELING			X		
REPETITIVE ACTIONS				X	
KEYBOARDING				X	
DRIVING					
SPEAKING				X	
SEEING/VISUAL					X
PHYSICAL ENVIRONMENT					
X	NOISE		FUMES/GASES	X	CHEMICALS
	HEAT/COLD	X	HUMAN TISSUE/FLUIDS	X	BIOHAZARD MATERIALS
X	INFECTIOUS DISEASE		ANIMAL TISSUE/FLUIDS		DIRT
	MOVING MACHINERY	X	RADIATION		LASERS
	VIBRATION		WET/HUMID ENVIRONMENT	X	WORK INSIDE
	WORK OUTSIDE	X	TELEPHONE USAGE		
MENTAL DEMANDS					
X	FREQUENT PEOPLE CONTACT	X	FREQUENT INTERRUPTIONS		MULT. CONCURRENT TASKS
	IRREGULAR WORK SCHEDULE		DECISION MAKING SKILLS	X	FREQUENT DEADLINES
	SUPERVISORY SKILLS	X	CONCENTRATION REQUIREMENT	X	ORGANIZATIONAL SKILLS
X	DETAILED WORK	X	ABILITY TO WORK INDEPENDENTLY	X	ABILITY TO WORK W/ OTHERS
SPECIAL CONSIDERATIONS/UNIQUE ENVIRONMENTS OR DEMANDS: Fast paced clinic environment where high-energy is essential. Our goal is to exceed our customers expectation every time with kind, courteous, high quality care.					

Disclaimer

The above statements are intended to describe the general nature of job duties and responsibilities typically assigned, identify the essential functions, and list the requirements of this job. They are not intended to be an exhaustive list of all supplemental duties, responsibilities, or non-essential requirements; nor should this document limit the supervisor's right to modify assignments as necessary. This document does not create a contract for employment.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation, I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- I have read and understand this job description.

I do/do not (please circle one) need accommodations under the Americans with Disabilities Act.

Employee's Name (Printed): _____

Employee Signature: _____

Effective Date: _____