Patient Service Representative

Ensure Patient Satisfaction in Health Care Settings

Front desk personnel in medical offices are facing a growing need for education and specialized training to accommodate increased numbers of patients and administrative responsibilities. As a patient service representative, you have to understand the complex changes in health care legislation and funding, advances in technology and multiple billing procedures in order to complete your tasks and provide a positive patient experience. The Patient Service Representative program will prepare you for a rewarding, in-demand career in numerous health care environments.

“All employment is expected to grow faster than average from 2006 through 2016.”


In this position, you work closely with physicians, nurses and other health care workers to help the office run smoothly. You are responsible for greeting patients, documenting their medical and insurance information and answering general questions. As the patient’s first contact, your knowledge of office procedures and medical terminology are necessary for excellent care and customer service.

With this program, you may earn an Associate in Applied Science degree or pursue tiers of coursework and earn a certificate of completion:

- Tier 1: Patient Service Representative
- Tier 2: Billing/Financing Specialist

All students benefit from a solid foundation of skills for proficiency in several areas:

- patient scheduling
- call management
- clinic operations
- insurance requirements and guidelines
- customer service and billing
- computer/technical applications

You will also learn professional techniques for creating positive patient interactions, maintaining good communication with patients and co-workers and solving questions about contradictory information.

Career Paths

Front office specialists are needed in a variety of settings, including hospitals, physicians’ offices and community health centers.

A larger aging and multicultural population, numerous patient needs, increased regulations and emerging technologies have made education and experience more important
for success in the field. This program provides the advanced skills and training that will increase your value to employers. Those earning an associate’s degree may pursue a bachelor’s degree, specifically in the areas of administration or management.

**Salaries**
Medical receptionist: $24,550 to $35,510


**Patient Service Representative Program**
Through classwork and course materials, you will receive the medical, administrative and communication skills necessary to perform the following duties:

- supervise patient intake procedures
- collect and verify patient information
- coordinate phone calls, clinic operations and patient scheduling
- understand insurance information and health care benefits for billing

Specifically, each certification tier will provide you with specific knowledge:

- You are qualified to work as front office assistants, welcoming patients and verifying information
- Develop competencies in computer operations
- Learn about health care policy making, current issues facing the health care delivery system and personnel management skills

The Patient Service Representative program will also help you develop strong critical thinking, analytical, organizational and decision-making skills that are essential in this fast-paced health care environment.

**Areas of Study**
This program includes courses in Medical Terminology, Medical Law and Ethics, Medical Administrative Procedures and Supervisory Management in Health Care.

**Admission to the College**
Prospective students are strongly encouraged to apply early prior to the start of a term in order to complete the appropriate steps for enrollment. For more information about admission to the College and important dates, including open house information, visit our website at [www.ccp.edu](http://www.ccp.edu), call 215-751-8010 or email admissions@ccp.edu.

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**College Information**
Visit the College website at [www.ccp.edu](http://www.ccp.edu) to find out about:

- **Academic Programs**
  [www.ccp.edu/site/academic/](http://www.ccp.edu/site/academic/)
- **Admissions Process**
  [www.ccp.edu/site/prospective/admissions_process.php](http://www.ccp.edu/site/prospective/admissions_process.php)
- **Transfer Agreements**
  [www.ccp.edu/site/prospective/transfer_agreements/](http://www.ccp.edu/site/prospective/transfer_agreements/)
- **Financial Aid**
  [www.ccp.edu/site/prospective/financial_aid/](http://www.ccp.edu/site/prospective/financial_aid/)
- **Scholarships and Awards**
  [www.ccp.edu/site/current/scholarships/](http://www.ccp.edu/site/current/scholarships/)
- **College Life**
  [www.ccp.edu/site/current/student_life/](http://www.ccp.edu/site/current/student_life/)
- **Directions to the College**
  [www.ccp.edu/site/locations/main.php](http://www.ccp.edu/site/locations/main.php)