

The background features a stylized landscape with green mountains, white clouds, and a blue sky. The bottom of the page is a solid dark blue band.

# **PATIENT SERVICE REPRESENTATIVE**

## **PROFESSION GUIDE**

## **IN THIS GUIDE YOU'LL FIND:**

### **INFORMATION ABOUT THE ROLE OF PATIENT SERVICE REPRESENTATIVES IN HEALTHCARE SETTINGS**

- JOB DUTIES
- DIFFERENT JOB TITLES THAT PATIENT SERVICE REPRESENTATIVES MIGHT GO BY
- JOB INFORMATION - INCLUDING LOCAL SALARY RANGES
- DAY IN THE LIFE VIDEO LINK

### **EXCITING CAREER PATHS AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES**

- COMMON PATIENT SERVICE REPRESENTATIVE CAREER PATHWAYS
- PROGRAMS THAT CAN TAKE YOUR CAREER TO THE NEXT LEVEL

### **LOCAL TRAINING PROGRAMS NEAR YOU AND TUITION ASSISTANCE THAT'S AVAILABLE**

<https://www.hah.org/healthcare-resources-for-students>

# WHAT IS A PATIENT SERVICE REPRESENTATIVE?

Patient Service Representatives (PSRs) operate as the front-line customer-service agent in a medical office or hospital setting. Responsibilities include (but are not limited to): written and verbal correspondence with patients, scheduling, collecting co-payments, maintaining patient charts, verifying insurance coverage, and ensuring overall patient satisfaction.

## **Job duties include:**

- Acting as a liaison between patients/members and healthcare professionals
- Facilitating clerical and reception related duties, and assisting with various administrative tasks
- Scheduling patient appointments and recording pertinent patient information
- Interviewing, registering, admitting, updating and creating patients' medical records
- Processing fees and payments, including cash handling and collection
- Investigating and following-up on complaints and other customer service issues

## **WHAT ARE SOME OTHER JOB TITLES THAT THIS POSITION CAN GO BY?**

Patient Service Representatives can also go by the following job titles:

- Medical Receptionist
- Medical Secretary
- Patient Access Clerk

# WHERE CAN A PATIENT SERVICE REPRESENTATIVE WORK?

The following care settings typically employ Patient Service Representatives:

- Hospitals
- Health system clinics
- Independent physician offices
- Assisted living facilities
- Skilled nursing facilities



# What is the average PSR salary?

The annual salary range for nurse aides is \$33,405 - \$ 52,811

[Check out Career OneStop for more local job information.](#)



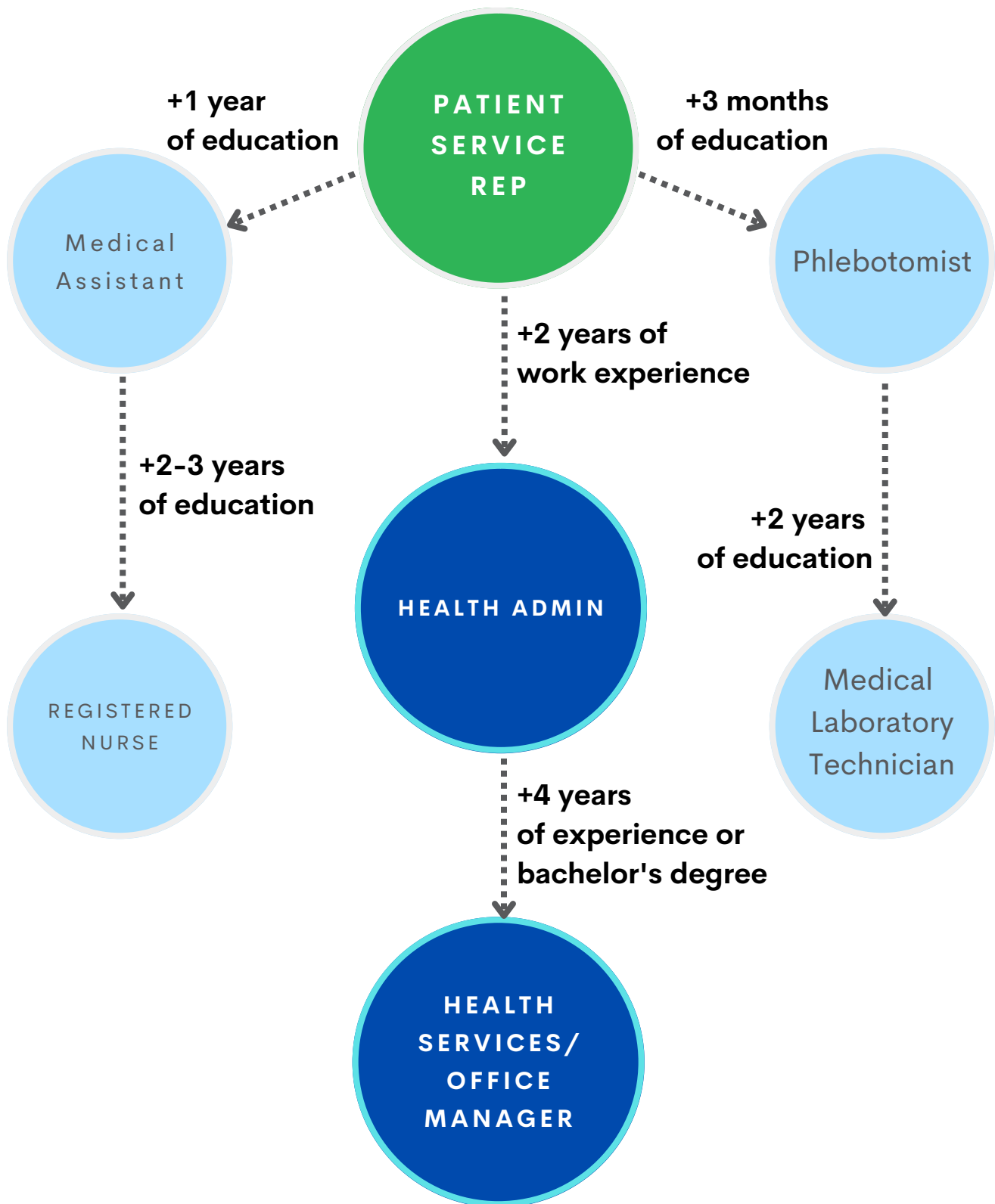
# Want to learn more about working as a PSR?

Check out this day in the life video!



<https://youtu.be/wQ8NLO1-tnw>

# WHERE CAN WORKING AS A PATIENT SERVICE REP TAKE ME?



# Interested in advancing your healthcare career?

## Health Administration Pathway:

**2 years of PSR work experience in:**

- a doctor's office
- a hospital or health system clinic

**Bachelor of Science in Health Administration | 4 years**

- University of Hawaii - West Oahu

## Patient Care/Nursing Pathway:

**Medical Assistant Certification | 1 year**

- Kapiolani Community College

**Licensed Practical Nursing Certification | 1 year**

- University of Hawaii Maui College

**Bachelor of Science in Nursing | 4 years**

- University of Hawaii at Manoa
- Hawaii Pacific University
- Chaminade University

*New CNA+ to LPN program!*

## Laboratory Pathway:

**Phlebotomy Certification | 3 months**

- Kapiolani Community College

**Medical Laboratory Technician | 2 years**

- Kapiolani Community College

**Medical Laboratory Scientist | 2 years**

- University of Hawaii at Manoa

*Special 2+2 pathway!*

# READY TO GET STARTED?

## Available for eligible high school seniors

Farrington High School  
Waianae High School



## University of Hawaii Community Colleges

Leeward Community College

*Tuition assistance available through  
the Good Jobs Hawaii Program for  
Program for eligible  
applicants eligible applicants*

More information here:

<https://uhcc.hawaii.edu/goodjobshawaii/>

