

GI Associates

Physician Practice Representative (PPR)

Job Description

Title Physician Practice Representative (for physician practice)

Reports to Assistant Clinical Manager; Clinical Manager; Director of Clinical Services

Job summary

The Physician Practice Representative (PPR) is responsible for direct and indirect patient care under the direction of the Physician, Mid-level, Assistant Clinical Manager, Clinical Manager, and/or Director of Clinical Services. The PPR will maintain efficient and effective workflow while ensuring that patients receive the highest quality care. The PPR is assigned to a physician's practice for continuity of patient care and workflows assisting the physician on a day-to-day basis.

Summary of essential job functions

- Demonstrates understanding of GI Anatomy and Physiology, Disease Processes and GI related diagnostic procedures and treatment.
- Assists with prioritizing STAT, important and normal patient information/clinical results and conveys information to the appropriate staff in a timely fashion (Physician, Triage Department, Hospital Department, Co-workers, etc.)
- Communicates test results and instructions appropriately and in a timely manner to patients
- Appropriately schedules necessary labs, endoscopy procedures, x-rays, or any other ancillary/appointments for patients, with attention to proper insurance location.
- Conducts comprehensive patient education with use of handouts, pamphlets, prep information, etc.
- Obtains any and all patient information (i.e.: demographic, medical, billing) for all patient services
- Travels to locations as needed for appropriate staffing levels
- Maintains a high level of confidentiality
- Maintains clean and organized work station
- Works collaboratively with physicians, mid-levels, triage, ASC staff, Co-workers to optimize patient care
- Utilizes PMS and EMR (Centricity/EPIC) appropriately and efficiently
- Offers assistance and support pleasantly and willingly at point of service
- Manages physician's schedule (i.e.: demonstrates accurate and appropriate use of physician's block schedule, accurately and appropriately updates inpatient information), makes changes in physician's schedule to accommodate patient care and facilitates patient flow
- Gathers and submits accurate information regarding hospital rounds when appropriate.
- Assists physician with endoscopy procedure documentation, follow-up, and billing in a timely fashion.
- Documents patient care accurately, in the proper location in the EMR (Centricity/EPIC) and in a timely fashion.
- Requests/Notifies pre-certification of scheduled procedures (i.e.: MRI, Remicade, CT guided Liver Biopsy, Prometheus, etc.)
- Answers and follows up on patient phone calls in a timely fashion.

- Assists with Patient Walk-ins as needed
- Administers injections, develops/reads stool cards, completes billing information for each.
- Prepares and rooms patients for exam by obtaining VS and documenting/updating pertinent health information (ie: chief complaint, allergies, medications) as needed
- Assist with CRH Hemorrhoidal banding procedure in the office as needed.
- Organizes and prepares exam rooms including: cleaning, stocking, and maintaining equipment
- Facilitates harmonious work environment, whereby treating all co-workers with respect and dignity
- Maintains a safe work environment
- All other duties as assigned

Minimum requirements

- High School diploma or equivalent
- 60 credits secondary education in a healthcare related field
- One year medical office experience required
- Procedure Scheduling Experience
- Strong communication skills
- BLS Certification required
- Ability to communicate effectively with patients, family members, physicians, co-workers, and outside customers

Desired Qualifications

- Certified Medical Assistant preferred
- Medical Terminology preferred
- EMR experience preferred
- Medical Assistant Program Diploma preferred
- Previous gastroenterology experience helpful
- Knowledge of MSDS and Blood-Borne Pathogens
- Knowledge of Emergency Plan and OSHA Standards

Additional information

HR use only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status	
Last revised	10/17/16

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.