



JOB DESCRIPTION

Job Title

Patient Services Representative IV - Group Lead

Date

04/03/2015

Job Code

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Grade

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FLSA

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Job Family

Phlebotomy

Who We Are

Quest Diagnostics is the world's leading provider of diagnostic information. We turn data into insights that transform people's lives. Our insights inspire people, physicians, health plans, hospitals, employers and others to take action and make better decisions to improve health outcomes.

We're looking for a skilled, caring, and motivated individual who has passion for helping patients and customers, strong technical skills and experience working in a fast-paced and dynamic environment. By joining our team of phlebotomists, you can play an important role in providing critical healthcare information to physicians and their patients, helping to create a healthier world.

If you have a passion for the customers we serve and the work we do, this is a place for you to build a rewarding career. Our position at the forefront of the healthcare industry makes life at Quest Diagnostics exciting. As a member of our team, you can expand your skills and knowledge. Your colleagues are committed to improving healthcare and finding creative ways to do so. The atmosphere is stimulating and challenging. And the opportunities are almost limitless.

Job Summary

The Patient Service Representative IV – Group Lead (PSR IV – Group Lead) represents the face of our company to patients who come to Quest Diagnostics, both as part of their health routine or for insights into life-defining health decisions. The PSR IV must have a deep understanding and knowledge of established practices and procedures and creates an atmosphere of trust and confidence to our patients, customers, clients and internal leadership. The PSR IV must ensure that daily work of the Patient Service Center/Mobile/Long Term Care/In-Office Phlebotomy is completed accurately and on time. The PSR IV is also responsible in providing the Supervisor or Functional Patient Services Manager with Patient, Client, Field, Compliance, Training, Metrics and Administrative support as needed in the Patient Service Region. The PSR IV must function as a backup to the Patient Services Supervisor and carry out duties and responsibilities in his/her absence. The PSR IV demonstrates Quest Leadership Behaviors while focusing on process excellence skills and sensitivity to confidentiality and accuracy to patient information. This role is held accountable for Patient Service Center (PSC) and/or In-Office Phlebotomy (IOP) activity in the territory, including opening and closing both PSCs and IOP locations. Successful applicants may be assigned to work and direct daily activity in a doctor's office, a patient service center, in a house call environment, long term care or as business needs dictate. Will be required to act as a coach, mentor, instructor, and resource advisor for new employees and provide effective onboarding services to new clients. They will also act as a point of contact to staff in the region and provide regular input to the Supervisor or Functional Patient Service Manager. In addition, the PSR IV must portray leadership capabilities and a higher level of customer facing skills including; verbal and written communications,

problem solving, and collaboration with multiple functions, such as: Sales, Laboratory Testing Services, IT connectivity, Billing, and Logistics due to their specialty and or complex test orders. The PSR IV must be capable of handling multiple priorities in a high volume setting.

Job Accountabilities (Responsibilities)

1. Collect specimens according to established procedures. This includes, but not limited to: drug screens, biometric screening and insurance exams.
2. Administer oral solutions according to established training.
3. Research test/client information and confirm and verify all written and electronic orders by utilizing lab technology systems or directory of services.
4. Responsible for completing all data entry requirements accurately including data entry of patient registration; entry of test order from requisition or pulling order from database; managing Standing Orders.
5. Enter billing information and collect payments when required, including the safeguarding of assets and credit card information.
6. Data entry and processing specimens including: labeling, centrifuging, splitting, and freezing specimens as required by test order.
7. Perform departmental-related clerical duties when assigned such as data entry, inventory, stock supplies, and answer phones when needed.
8. Read, understand and comply with departmental policies, protocols and procedures: (i.e. Procedure Manuals, Safety Manual, Compliance Manual, Automobile Policies and Procedures, Employee Handbook, Quality Assurance Manual); and ensure that all staff members follow instructions.
9. Perform verification of patient demographic info / initials including patient signature post-venipuncture to verify tubes were labeled in their presence and that the name on the label is correct.
10. Assist with compilation and submission of monthly statistics and data.
11. Maintain all appropriate phlebotomy logs in a timely manner and based on frequency, such as maintenance logs and temperature logs.
12. Complete training courses and keep up-to-date with the latest phlebotomy techniques.
13. Travel to Territory Manager meeting if held off-site or off normal shift.
14. Participate on special projects and teams.
15. Stay up-to-date on company communications and assist with the distribution of technical information to the work group.
16. Perform Point of Care (POC) testing at those sites where needed and the complete training/competency evaluations per Standard Operating Procedure (SOP).
17. With appropriate training, act as mentor and resource for new employees, assisting with transition into the PSC work environment and the familiarity with established procedures.
18. Assist with periodic inventory counts.
19. Assist with the preparation of schedules for the assigned work group or PSCs.
20. Communicate professionally with clients to resolve or refer, and document problems, prepare problem documentation and report critical issues as they occur.
21. Ensure staff is following all safety precautions by wearing a clean, button lab coat, gloves and face shield when required.
22. Assist supervisors with the implementation of SOPs and the distribution of technical information and communication to the work group in accordance with Quest Diagnostics guidelines.
23. Ensure facilities are neat, clean and in good repair, take appropriate action to advise Supervisor of required repairs and maintenance.
24. Will be required to act as a coach, mentor, instructor and resource advisor for new employees, as well as be the point of contact to staff on site and provide regular input to the supervisor.
25. Provide effective onboarding services to new clients.
26. Partner with Supervisor to assist the transition process setting up new offices for both PSCs and IOPs.
27. Must be able to step in for a PSR III and lead one or more PSR on site.
28. Support Patient Inquiries from the website, Office of Chairman and Managed Care, as needed.
29. Support the Problem Resolution Line and could be called to the field regarding a patient recollection, as needed.
30. Provide input on the performance evaluations of the PSRs.

Job Requirements

1. Ability to provide quality, error free work in a fast-paced environment.
2. Ability to work independently with minimal on-site supervision.
3. Excellent phlebotomy skills to include pediatric and geriatric.
4. Flexible and available based on staffing needs, which includes weekends, holidays, on-call and overtime.
5. Committed to all Quest Diagnostics policies and procedures including company dress code, Employee Health & Safety, and Quest Diagnostics Everyday Excellence Guiding Principles.
6. Must be able to make decisions based on established procedures and exercise good judgment.
7. Must have reliable transportation, valid driver license, and clean driving record, if applicable.
8. Travel and flexible hours required to work multiple locations and required to cover at Patient Service Center/Mobile/Long Term Care/In-Office Phlebotomy locations with minimal notice.
9. Capable of handling multiple priorities in a high volume setting.
10. Must demonstrate superior customer focus; ability to communicate openly and transparently with peers, supervisors and patients; ability to accelerate and embrace change throughout Quest; and knowledge of our business.

Physical Requirements

1. Lift light to moderately heavy objects. The normal performance of duties may require lifting and carrying objects. Objects in the weight range of 1 to 15 pounds are lifted and carried frequently; objects in the weight range of 16 to 25 pounds are lifted and carried occasionally and objects in the weight range of 26 to 40 pounds are seldom lifted and carried. Objects exceeding 41 pounds are not to be lifted or carried without assistance.
2. Must be able to sit or stand for long periods of time; requires long hours of eye and hand coordination.
3. Must be able to perform repetitive tasks with dominant hand frequently to constantly throughout the day.
4. Position requires travel.
5. Extensive use of phone and PC.
6. Fine dexterity with hands/steadiness.
7. Talking.
8. Walking.
9. Balancing.
10. Bending/kneeling.
11. Pushing/pulling.
12. Reaching/twisting.

[All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. All duties and requirements are essential job functions.]

Required Education

1. High school diploma or equivalent.
 2. Medical training: medical assistant or paramedic training preferred.
 3. Phlebotomy certification preferred. Required in California, Nevada, Washington, and Louisiana.
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Work Experience

1. Minimum seven years phlebotomy experience required, inclusive of pediatric, geriatric and capillary collections.
 2. 5 to 7 years in a PSC/IOP environment preferred.
 3. Customer service in a retail or service environment preferred.
 4. Keyboard/data entry experience.
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