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?

- **Medical Assistant**: +1 year of education
- **Phlebotomist**: +2 years of education
- **Registered Nurse**: +2–3 years of education
- **Medical Laboratory Technician**: +3 months of education
- **Health Admin**: +2 years of education
- **Health Services/Office Manager**: +4 years of experience or bachelor's degree
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

**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
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 eligible applicants

More information here: https://uhcc.hawaii.edu/goodjobshawaii/