

PATIENT FINANCIAL SERVICES



Summary of profession

Patient Financial Services personnel locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; and keeping records of collection and status of accounts.

Working hours, patterns and environments

Staff will usually work regular hours; they also usually work in an office environment so that they can have access to patient files.

Education and skills

A degree in banking or finance support services will be beneficial. Being a good listener, being observant and good customer service are qualities that are required.

Job and growth opportunities

You have the opportunity to advance to a managerial position in the Patient Financial Services department.