



Career Service Authority

Patient Representative

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GENERAL STATEMENT OF CLASS DUTIES

Serves as liaison between patient and Denver Health Medical staff; assists patients in interpreting policies, procedures, and services, and in obtaining solutions to problems and concerns.

DISTINGUISHING CHARACTERISTICS

This class serves as a liaison between patients and Denver Health staff, and is distinguished from the class of Hospital Switchboard Operator that performs a variety of public contact work utilizing a digital call directory and a public broadcast system.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Serves as designated liaison between patients, the health facility, and other agencies through which patients may voice their problems and concerns.

Identifies and assesses problems that may arise; investigates and directs inquiries and complaints to appropriate medical staff members. Follows up on complaint to ensure resolution is satisfactory.

Interprets and explains to patients and their families the philosophy, policies, and procedures of the agency.

Assists in referring patients to appropriate services and resources and responds personal when other alternatives are not available.

Enhances professional growth and development through participation in educational programs, receiving current literature, and attending in service meetings and workshops.

May act as a consultant to the volunteers on some medical issues and performs training in the field of guest relations and other areas as assigned.

Prepares a variety of statistical reports.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of medical policies and procedures sufficient to be able to act as a resource to others.

Knowledge of community services and resources sufficient to be able to provide patients/clients with alternative resources to meet basic human needs.

Knowledge of statistics sufficient to be able to prepare reports of statistical data.

Physical Demands:

Eye/Hand/Foot Coordination: performing work through using two or more.

Handling: seizing, holding, grasping, or otherwise working with hand(s)

Hearing: perceiving the nature of sounds by the ear.
Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Lifting: Raising or lowering an object up to 10 pounds.

Working Environment:

Contact with patients under wide variety of circumstances
Exposed to patient elements
Exposed to unpleasant elements (accidents, injuries and illness)
Exposure to unpleasant patient or unit elements

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Two years of patient care or counseling experience in a health care setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 02/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format, added distinguishing characteristic and competency statements.