

UW HEALTH JOB DESCRIPTION

PATIENT RELATIONS REPRESENTATIVE

Job Code: 300100	FLSA Status: Non-Exempt	Mgt. Approval: L. Sparks	Date: June 2021
Department: Patient Relations		HR Approval: S. Whitlock	Date: June 2021

JOB SUMMARY

The Patient Relations Representative serves as an initial contact for patients, families, visitors, staff, and providers, for the Patient Relations Department. Primary duties include performing the initial intake for incoming contacts (including patient grievances/complaints/compliments and contacts from staff/providers), managing complaints/grievances and other cases with low to moderate complexity, triaging cases to appropriate staff, assisting staff/faculty, supporting project work within the department, and any other functions required by the organization.

MAJOR RESPONSIBILITIES

- Serves as a representative of UW Health in providing a patient centered approach to unsolicited feedback to fulfill the vision of providing remarkable healthcare.
- Interacts with patients, families and visitors using communication and actions that support Respect for People commitments and behaviors.
- Fields initial contacts from patients, families, staff, providers, and others regarding unsolicited feedback and requests for assistance.
- Completes thorough intakes, manages low to moderate complexity situations and coordinates appropriate follow up (i.e., triages to department colleagues with appropriate information, or other appropriate staff).
- Manages cases and provides timely follow up to patients, staff, and providers.
- Respond to patients, families, staff and providers in a timely manner.
- Assists staff with addressing patient behavioral events, including No Further Service, within the ambulatory setting.
- Collects and accurately documents case information into electronic application.
- Supports projects as assigned by department leadership and supports UW Health needs as prioritized.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate's degree in Business Administration, Human Resources, Communications or Health Care related field
	Preferred	Bachelor's degree in Social Work, Human Resources, Business Administration, Education or Health Care related field
Work Experience	Minimum	Six (6) months experience in customer service handling service recovery and/or dispute resolution
	Preferred	One (1) year patient contact, health care related experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent interpersonal skills. Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts and the general public. • Ability to communicate effectively both verbally and in writing. • Ability to gather necessary information to make triage-related decisions and problem solve situations of low to moderate complexity. • Ability to be self-directed in accomplishing the coordination and decision-making responsibilities of this position • Excellent computer skills. Experience with word processing, database and spreadsheet software programs required. • Ability to be organized and flexible in response to changing demands. Ability to handle a high volume of work under pressure. • Ability to maintain confidentiality of protected patient information.

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- This position is privy to highly sensitive patient care issues.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.