# How to Become a Patient Access Representative

**SEO Title:**How to Become a Patient Access Representative

**Meta description:**A patient access representative is essential to all hospital and outpatient care practices. Here’s everything you should know about this promising career field.

A patient access representative is an essential part of all hospital and outpatient care practices. They act as liaisons between healthcare providers and patients to enhance the patient’s experience within the healthcare facility. When a new patient first visits a healthcare facility, a patient access representative is the one who talks with them to get their demographical and financial information. They may also interview the patient’s caregivers.

These professionals also offer support to both front-office and back-office staff in a healthcare facility. This helps avoid gaps in care, management, and financial activities, allowing them to be one of the top occupations in healthcare management. In this article, we cover everything you should know about starting a career in this promising field.

## What Does a Patient Access Representative Do?

A patient access representative is typically the first point of contact for patients at a healthcare facility. This means that they have to maintain positive behavior in all of their initiatives and efforts. These professionals work in a range of healthcare settings, including nursing homes, hospitals, mental health institutions, and more. They are an administrative assistant who oversees the admission and discharge of patients from medical or dental facilities. It is often their job to escort patients to the right examination room and to let the medics and nurses know which patient is waiting in which room.

A patient access representative is mainly responsible to:

* Greet caregivers and patients and help them with checking in and checking out
* Update electronic health records of patients
* Maintain confidentiality of patients’ records
* Record vital patient information, such as insurance information
* Ensure patients have appropriate post-treatment instructions when checking out if needed
* Work with insurance companies and help with billing and coding
* Attain pre-approval for healthcare treatment
* Refer patients to external agencies when unable to meet their requirements
* Communicate information between staff members and patients, providing them with required updates
* Obtain payment information and handle payments
* Answer patients’ queries and provide guidance through concerns or problems

## Job Outlook for Patient Access Representatives

A growing share of the population is approaching old age, which usually requires more healthcare services. Consequently, an increasing number of patient access representatives will be required to collect and convert relevant healthcare information into standardized records that can be used for insurance settlement and other purposes. Additional records, together with extensive use of electronic health records by healthcare professionals, will support the demand for patient access representatives to manage and maintain the related information in all domains of the healthcare industry.

According to the U.S. Bureau of Labor Statistics, overall employment in healthcare occupations is projected to grow 13% through 2031. This increase is expected to result in about 2 million new jobs over the decade. In addition to new jobs from growth, opportunities arise from the need to replace workers who leave their occupations permanently, such as retirement. About 1.9 million openings each year, on average, are projected to come from growth and replacement needs.

Furthermore, according to Glassdoor, the average salary for a patient access representative is [$37,319](https://www.glassdoor.com/Salaries/patient-access-representative-salary-SRCH_KO0,29.htm) per year in the U.S. as of December 2022.

## Requirements to Become a Patient Access Representative

Even though many healthcare organizations may not require patient access representatives to have medical experience, many employers prefer applicants to have some experience in performing administrative tasks in a clinical setting. However, patient access representatives may often have to meet particular educational and training requirements.

### Educational and training requirements

Most organizations require patient access representatives to have at least a general education or high school diploma. Some employers may require candidates to complete an associate degree or at least some college coursework in a medical field such as healthcare management. You can widen your opportunities and progress in your profession with a bachelor’s degree in healthcare administration or a related field. However, a four-year degree is not an obligation for this position.

A patient access representative or manager may need to complete training to learn medical terminology, explore the procedures and etiquette of the facility they operate in, and develop data entry and word processing skills. They may also opt to take training courses in patient privacy laws and ethical practices.

### Important abilities and skills

Due to the administrative nature of tasks a patient access representative has to perform, they must have strong computer skills and effective communication. They must be familiar with using computer databases and word processing software, which need effective writing skills and expertise with digital tools. They should be able to type fairly quickly to enter patient information at an efficient pace.

Most employers also prefer multilingual candidates that have a passion for helping people and can work without constant supervision. As patient access representatives have to interact with patients and families every day, they must also possess strong interpersonal skills and customer service skills. Administrative skills, the ability to multitask, and attention to detail also help these professionals maintain patient information correctly so they can communicate vital details with healthcare staff promptly.

### Prior work experience

A patient access representative usually has some experience working in an administrative role, such as data entry, office support, and customer service. Healthcare organizations often seek applicants with previous clerical experience as many of the vital job responsibilities for these professionals involve tasks similar to office and clerical administration.

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[ed2go’s Patient Access Representative course](https://www.ed2go.com/courses/health-and-fitness/medical/ctp/patient-access-representative-vouchers-included) provides the skills and information you need to navigate healthcare systems, even if you have limited or no prior experience. In just 12 months, you will develop all the technical skills needed for this allied healthcare position and obtain active learning through an electronic health record simulator. This course also teaches you approaches used in the most common situations in many healthcare settings, such as in-person and telephone communication skills.

As part of this patient access representative training bundle, you will also study a medical terminology course to better understand the human body and how medical terminology is used in a healthcare setting—ensuring you have the basics to start your new career. Once you successfully complete your patient access training, you will be able to take two leading patient access certifications: Certified Electronic Health Record Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA) certification exams through National Healthcareer Association (NHA).

Register today to achieve your patient access certification!