

Patient Service Representative – Full Time

Job Summary:

Perform front desk responsibilities related to the check-in, check-out and scheduling of patients effectively to help ensure efficient operations and patient flow. Prepare office for next day's patients.

Essential Job Functions (other duties may be assigned):

- Perform on-going customer service/patient care: Answer multi-line telephone professionally and with a "smile" ready to serve them. Document conversations as needed.
- Make patients feel comfortable, at ease and welcome to the Practice by engaging patient and/or parent in conversation.
- Be professional and courteous at all times to patients, visitors and/or co-workers, treating them with dignity and respect at all times.
- Complete daily checklist on time and accurately.
- Schedule patients over the telephone and in-person.
- Check in patients upon arrival. Understand schedule template and procedure codes, and be able to direct patient to correct point of contact upon arrival.
- Help doctors and technicians stay on schedule by placing appointment correctly, understanding impact of appointments scheduled and notify doctors when patient is running late.
- Check out patients upon appointment completion. Schedule for future appointments and inquire about any overdue charges. Answer any questions patients have.
- Assist with achievement of new patient goals by discussing positive qualities of the Practice during check-out. Demonstrate care, enthusiasm and empathy. Understand practice goals and new patient process.
- Perform general office duties, such as document preparation, scanning, mailing, and filing.
- Enter and prepare contracts and insurance information.
- Maintain clean, neat work area.
- Maintain confidentiality of Patient PHI and any other related information according to Practice privacy practices and HIPAA.
- Maintain good attendance, arrive on time ready and prepared to perform job functions daily.

Minimum Qualifications:

High School diploma or G.E.D. 1-2 years' administrative and customer service experience. Occasional weekend or evening hours required.

Knowledge, Skills and Abilities:

- Understanding of orthodontic treatment
- Good communication skills: verbal, listening, interpersonal
- Proficient in use of Microsoft Office
- Organizational skills with ability to multi-task
- Accuracy with strong attention to detail
- Problem-solving skills with ability to manipulate schedule as needed
- Time management and prioritization skills
- Ability to maintain professional demeanor and appearance
- Strong patient care/customer service orientation with ability to demonstrate care and patience
- Positive attitude with ability to work independently and in a team setting
- Flexibility with ability to adapt to change