

Medical Call Center Representative

With a customer service orientation, accurately perform assigned portions of telephone answering, appointment scheduling, and verification of benefits.

IMPORTANT - PREFERENCE GIVEN TO RESUMES SUBMITTED WITH A COVER LETTER

QUALIFICATIONS AND EXPERIENCE:

- Schedule patient appointments for all practice physician locations
- Comfortable using email and interacting with Internet applications
- Knowledge of practice management and word processing software
- Ability to perform multiple and diverse tasks simultaneously
- Proven experience handling irate patients/customers and dealing with conflict
- Familiarity with scheduling and rearranging appointments
- Working knowledge of managed care
- Pleasant speaking voice and demeanor
- Neat, professional appearance
- Strong written and verbal communication skills
- **Bilingual (Spanish) preferred**
- Accurate and fast data entry skills ability to type 40wpm
- Enter or verify all personal and billing information when scheduling for New or Established patients

Responsibilities include, but are not limited to, the following:

Telephone Answering and Appointment Scheduling

Appropriate duties for the call center include:

- Answer all incoming calls for the practice
- Schedule all new patients (faxed referrals and telephone referrals)
- Schedule any appointment requests from patients made over the phone
- Communicating and coordinating with doctors and colleagues as necessary Perform batch
- Ensure all referrals are received prior to the patient's appointment
- Answer any non-clinical questions patients may have

Other Shared and Common Duties

- Facilitates any physician or manager requests throughout the day
- Maintains patient confidentiality; complies with HIPAA and compliance guidelines established by the practice
- Maintains detailed knowledge of practice management and other computer software as it relates to job functions
- Attends all regular staff meetings
- Performs all other tasks and projects assigned by the Manager

Education: High School or Equivalent required