

Patient Services Representative

Coastal Women's Healthcare | Scarborough, ME

General Summary: A unique, fast-paced, challenging, patient service role where excellent patient care and attention to detail are priority.

Essential Job Responsibilities and Requirements:

- Schedules and reschedules appointments for patients by phone, by e-mail and in person.
- Communicates directly with their providers to ensure an appropriate patient flow.
- Is responsible for looking ahead at the practice schedule to confirm patients are scheduled correctly and provider's schedules are opened appropriately.
- Uses computerized system to match provider's availability with a patient's preference in regards to date and time.
- Maintains accurate and complete scheduling records to analyze patient/staffing patterns and organizing patient flow.
- Coordinates with providers, clinical staff and other staff members about concerns and issues related to scheduling and rescheduling. Consults with supervisor about any system problems or scheduling concerns.
- Documents pertinent patient data using automated systems and documentation practices.
- Creates calendars and templates in EMR.
- Utilizes patient portal as it pertains to patient appointment requests.
- Uses customer service principles and techniques to deal with patients and staff calmly and pleasantly.
- Fulfills organizational responsibilities as assigned including respecting/promoting patient rights and sharing problems relating to patients and/or staff with immediate supervisor.
- Other projects and duties as assigned by supervisor.

Posted On: 01/23/19

Closing Date: 02/08/19

Telecommute: No

Categories: Healthcare

Job Type: Regular

Job Status: Full Time

Travel: No Traveling

Career Level: Entry Level (<2 years experience)

Minimum Degree: High School or Equivalent

Pay Type: Hourly Wage

Wage: \$15 - \$25

Similar Jobs: [Within 25 miles of 04074, Healthcare](#)