

Cove Secretary Patient Services Representative

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

Essential Job Responsibilities and Requirements:

- Must have superior customer service skills.
- Must be articulate, professional, and have the ability to communicate with patients and staff calmly and pleasantly.
- Will manage a high number of incoming phone calls to schedule and reschedule appointments for all providers and departments.
- Is the first point of contact for all new patients.
- Uses computerized system to match provider's availability with a patient's preference.
- Is responsible for looking ahead at the practice schedule to confirm patients are scheduled correctly and provider's schedules are opened appropriately.
- Maintains accurate and complete scheduling records to analyze patient/staffing patterns. Communicates directly with providers to ensure an appropriate patient flow.
- Coordinates with providers, clinical staff and other team members about concerns and issues related to scheduling and rescheduling. Consults with supervisor about any system problems or scheduling concerns.
- Documents pertinent patient information clearly and concisely.
- Will manage multiple task lists on a given day, ensuring patients are notified of results, referral appointments and appointment changes in a timely manner.
- Utilizes patient portal as it pertains to patient appointment requests.
- Other projects and duties as assigned by supervisor.

Education: High school diploma or equivalent.

Experience: One year of experience in customer service or reception, preferably in a health care environment but not required.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences. This job description is subject to change at any time due to changes in regulations, policies and/or departmental procedures.