

**POSITION:** Call Center

**DEPARTMENT:** Patient Services

**REPORTS TO:** Patient Services Manager

**JOB SUMMARY:** ANSWER TELEPHONE IN AN ENTHUSIASTIC, COURTEOUS AND PROFESSIONAL MANNER. DIRECT CALLS TO APPROPRIATE PERSONNEL. WHEN SCHEDULING APPOINTMENTS, COLLECT ALL PERTINENT INFORMATION FROM PATIENT AND ENTER IN COMPUTER. RESCHEDULE AND CANCEL APPOINTMENTS AS NECESSARY.

**EDUCATION AND EXPERIENCE:**

High school diploma or equivalent.  
Experience in customer service helpful.  
Nextgen experience preferred.

**ESSENTIAL SKILLS AND ABILITIES:**

Excellent customer service and communication skills.  
Strong and experienced background in data entry.  
Ability to work as a team member.  
Manage multiple tasks simultaneously.  
Highly motivated and organized.  
Empathetic with patients' needs and concerns.  
Excel under pressure.  
Attention to detail.  
Treat patients with respect.  
Maintain patient confidentiality at all times.

**RESPONSIBILITIES:**

1. **Data Entry and Chart Administration**
  - a. Schedule, reschedule, and cancel appointments as necessary.
  - b. Track all relevant patient information and make necessary notations and changes in computer system.
2. **Telephone and Greeting**
  - a. Answer telephone calls promptly. Address the patient's concern in calling. Direct all calls to appropriate personnel.



- b. Identify emergency calls and route to triage.
- c. Create patient communications for staff members and physicians as necessary.
- 3. **Consistent Patient Follow-Up**
  - a. Reschedule missed appointments or reschedule for physicians prn.
- 4. **Referrals**
  - a. Consistently monitor the shared fax folder and route incoming document to recipient or schedule patient appropriately
  - b. Upload documents into Nextgen