

OPEN POSITION - PATIENT REPRESENTATIVE

EXPECTATIONS FOR ALL EMPLOYEES:

To support SkinCare Physicians' mission, vision and values by exhibiting the following behavior: excellence and competence; collaboration, teamwork and team building; respect; commitment to our patients; and accountability and ownership.

GENERAL SUMMARY:

The Patient Representative is primarily responsible for ensuring that patients have the most satisfying and caring healthcare experience possible. The Patient Representative will be engaging and provide patients with appropriate access to providers, compassionate customer service and exceptional care.

ESSENTIAL JOB FUNCTIONS:

- Deliver the highest quality of service to patients.
- Respect and adhere to service, safety, operational and cashing standards, policies and procedures.
- Ensure all patients are greeted in a warm and friendly manner in person or over the phone; demonstrate a strong patient focused engagement.
- Manage incoming calls and registration of patients; serve as an informational resource for callers to provide up-to-date information regarding the practice.
- Create or update required patient information in practice management/chart.
- Complete daily practice opening or closing checklists and address any gaps in a timely manner using appropriate resources.
- Collect fees and ensure all necessary documentation is accurate and complete.
- Possess complete knowledge of services and products while educating and assisting patients.
- Actively promote SCP/SCA treatments and services as well as SkinCare Boutique retail products.
- Report facility and/or helpdesk issues to the appropriate resource.
- Monitor practice stock/supplies levels; place orders with appropriate resource.
- Exhibit a high degree of competence in anticipating, assessing and driving the patient experience.
- Foster the SkinCare Physicians culture by actively engaging and interacting with patients and coworkers, and treating them with respect.
- Perform clerical and other duties as assigned by manager.
- Maintain patient and business confidentiality at all times. Follow HIPAA policies for patient privacy.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

- High School diploma or equivalent
- Ability to perform in a fast-paced and sometimes stressful working environment
- Service industry administrative experience; ability to proactively resolve problems for patients
- Strong verbal communication skills
- Ability to be flexible with work schedule including nights and weekends
- Knowledge of medical terminology preferred and HIPAA knowledge required; patient confidentiality a must
- Demonstrates a professional image and attitude to patients and co-workers
- Must possess excellent organizational skills and must be a team player.

BENEFITS:

SkinCare Physicians offers a competitive benefits package that includes Medical, Dental, Life, and Disability insurance, 401k, generous PTO and holiday time, free parking, and complimentary or discounted cosmetic and aesthetic services and products.

If you are interested, please send your resume and cover letter to humanresources@skincarephysicians.net