



OPEN POSITION - PATIENT REPRESENTATIVE (EXPERIENCE REQUIRED)

SkinCare Physicians is the premier, state-of-the-art cosmetic surgery, laser, and dermatology practice in New England. We are a team of physicians, nurses, aestheticians and professional staff looking for top people to help us expand our practice and contribute to our mission of delivering personalized service and ethical, skilled, and comprehensive care. We are currently seeking an experienced, customer-oriented **Patient Representative** for the full-time position described below.

GENERAL SUMMARY

Engaging and smart, the Patient Representative is part of the welcoming committee at SkinCare Physicians. The Patient Rep builds relationships with patients while checking them in and out, educating them on products and services, and monitoring the waiting room to ensure that they have the most satisfying and caring healthcare experience possible.

When asked what they love about their job, our Patient Reps could not pick just one thing; coworkers, their boss, helping people, and "having access to the best dermatologists and skin care products in Boston" all made the list! Keep reading to find out what it takes to join the team...

ESSENTIAL JOB FUNCTIONS

- Responsible for delivering the highest quality of service to patients.
- Respect and adhere to service, safety, and operational standards.
- Greet all patients in a warm and friendly manner in person.
- Manage incoming calls and registration of patients; serve as a resource for callers.
- Update required patient information in practice management/chart.
- Complete daily practice opening or closing checklists and address any gaps.
- Collect fees and ensure all necessary documentation is accurate and complete.
- Possess knowledge of services and products while assisting patients.
- Actively promote treatments and services as well as SkinCare Boutique retail products.
- Demonstrate competence in anticipating, assessing and driving the patient experience.
- Foster the SkinCare Physicians culture by actively engaging and interacting with patients and coworkers, treating them with respect.
- Follow HIPAA policies for patient privacy. Comply with OSHA policies and procedures.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES

- High School diploma or equivalent
- Service industry administrative experience; excellent service sense
- Strong verbal communication skills & ability to positively engage with patients
- Ability to be flexible with work schedule
- Knowledge of medical terminology preferred; patient confidentiality required
- Demonstrate a professional image and attitude to patients and co-workers
- Excellent organizational skills
- Team player

BENEFITS

SkinCare Physicians is proud to offer a robust benefit package, free parking, and an outstanding work environment.



EXPECTATIONS FOR ALL EMPLOYEES

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

If you are interested, please send your resume and cover letter to hr-scp@criticalpathadvisors.com

COVID-19 considerations:

SkinCare Physicians, Inc. has a mandatory Covid 19 vaccination policy in place, including boosters as determined by our Vaccine Committee.