



## OPEN POSITION - REFERRAL COORDINATOR

### JOIN THE LEADING EXPERTS IN SKIN CARE!

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 a customer-oriented **Referral Coordinator** for the full-time (40 hours) position described below. You must have availability for some nights and some Saturdays.

#### GENERAL SUMMARY

The Referral Coordinator is part of the patient resource team at SkinCare Physicians. The Referral Coordinator builds relationships with patients while working with them to establish referral rules and guidelines based on their health insurance carriers.

When asked what they love about their job, our Referral Coordinators couldn't 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.
- Manage incoming calls and serve as a resource for patients.
- Verify health insurance plans and copays.
- Form working relationships with referral departments at PCP offices.
- Update required patient referral and health insurance information in practice management/chart.
- Complete daily department reports and address any gaps.
- Collect insurance and referral information using multiple sources and ensure all necessary documentation is accurate and complete.
- Work closely with phone, check in/check out and billing department staff.
- 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**

Support 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 in learning more about this position, please send your resume and cover letter to [hr-scp@criticalpathadvisors.com](mailto:hr-scp@criticalpathadvisors.com)*

#### ***Disclaimers:***

*Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.*

*SkinCare Physicians of Chestnut Hill is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will SkinCare Physicians of Chestnut Hill discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.*