



## REFERRAL COORDINATOR

*Full-time position; salary starting at \$22/hour*

Join the leading experts in skin care as a dynamic **Referral Coordinator**! 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.

### REFERRAL COORDINATOR QUALIFICATIONS

- College degree preferred
- Service industry administrative experience; excellent service sense
- Strong verbal communication skills and ability to positively engage with patients
- Knowledge of medical terminology preferred; patient confidentiality required
- Ability to demonstrate a professional image and attitude to patients and co-workers
- Excellent organizational skills
- Team player

### WHY YOU SHOULD APPLY

- Exceptional, respectful, and inclusive workplace culture that encourages you to give your best while respecting work-life balance
- Explore opportunities for learning and development through training programs and a variety of in-house committees
- Enjoy valuable and comprehensive benefits, 401(k) plan with profit sharing, tuition reimbursement, generous PTO and holidays, pet insurance, and free parking
- Treat yourself to complimentary or discounted treatments and products!

### REFERRAL COORDINATOR JOB RESPONSIBILITIES

- Deliver 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 patient care coordinators 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 and comply with OSHA policies and procedures



### **ABOUT SKINCARE PHYSICIANS**

SkinCare Physicians is a comprehensive, state-of-the-art center for dermatology, cosmetic and laser procedures, dermatologic and skin cancer surgery, and medical aesthetics. Our commitment to excellence, along with the credentials and experience of our skilled physicians and support staff, are what make SkinCare Physicians one of the premier dermatology facilities in greater Boston – and the world.

At SkinCare Physicians we believe that it is through the efforts of our employees that we have become a leader in the field of medical and cosmetic dermatology. Our state of the art and world-renowned practice is always looking for people who are committed to supporting our mission of providing the best possible personalized service to our patients along with ethical, skilled, and comprehensive care. Only by making our employees successful will we make our patients satisfied and achieve our organization's mission.

Our expectation is that all employees will 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.

*SkinCare Physicians is an equal opportunity employer, dedicated to building an inclusive and diverse workforce.*

**If you are interested in learning more about this position, please send your resume and cover letter to [HR@skincarephysicians.net](mailto:HR@skincarephysicians.net)**