

JOB DESCRIPTION

Position Title: Medical Patient Relations

Department: Front Office

Reports to: Office Manager/Patient Relations Supervisor

Job Summary: Acts as host/hostess of first impressions with patients and guests, warmly greeting patients and notifying the appropriate staff members of their arrival. Serves as primary telephone coverage, directing all calls to the pertinent team member.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required
- Experience in a medical and/or aesthetic setting required
- Dermatology experience preferred
- General knowledge of computer programs and ability to master new technologies

DUTIES & RESPONSIBILITIES:

Create and Foster a Welcoming Atmosphere

1. Welcome patients by acting as positive first impression by demonstrating superior telephone and interpersonal skills, always presenting a professional decorum.
2. Demonstrates sensitivity to patient needs and requests.
3. Answers patient messages, phone calls, and requests in a prompt, efficient manner.
4. Responsible for screening patient requests and concerns, with ability to communicate to applicable staff member(s) as needed.
5. Maintain clean and inviting clinic reception and patient restroom areas.
6. Perform the opening and closing duties of the clinic. Clinic hours vary between 7am and 7pm.

Patient Registration & Scheduling

7. Prepare and complete patient check-in/registration process, ensuring all appropriate patient insurance, demographic, and other information is collected.
8. Ensure all necessary consents have been understood and signed by patients.
9. Makes certain charge sheets are created as needed and obtain revenue by recording and collecting patient charges for services.
10. Manage a complex, multiple provider schedule and optimize patient satisfaction, provider time, and treatment room utilization.
11. Schedule appointments and adjust appointments as needed, focusing on building efficiency/growth of service volumes and minimizing no-shows.
12. Communicate regularly with clinical staff on any scheduling changes and patient status changes throughout the day.
13. Ensure recall list is kept up-to-date and followed up on.
14. Maintain expertise of A List Loyalty Program to be able to promote to and enroll patients.
15. Maintain knowledge of 3rd party rewards programs and ability to assist patients with enrollment.

Medical Record Accuracy & Regulatory Compliance

16. Update electronic medical records and maintain accuracy of all entered information.
17. Maintain above average knowledge of insurance information to properly inform patients of payment expectations, insurance coverage, referral requirements, and network issues.
18. Maintain knowledge of telemedicine visits, regulations, and insurance coverage to properly schedule telemedicine

appointments.

Other Duties:

19. Helps with filing, scanning, and front office organization as requested.
20. Act as back-up coverage for team members as needed.
21. Coordinate incoming referrals.
22. Posting patient payments/knowledgeable with ledger work.

CORE COMPETENCIES AT FARGO CENTER FOR DERMATOLOGY:

1. Patient oriented with a dedication to customer service and leaving a positive impression.
2. Reliable, punctual attendance is an essential function of all positions at Fargo Center for Dermatology.
3. Comply with all Fargo Center for Dermatology standards, policies, and procedures to maintain high degree of compliance and service.
4. Hold self and colleagues to highest standard of care to ensure environment of safety.
5. Comply with all regulatory requirements including OSHA, HIPAA, etc...
6. Maintain any necessary licenses or certifications as needed for the position.
7. Participate in education, instruction, and professional development as necessary to maintain job-related skills and competencies.
8. Ability to communicate positively and effectively with all types of patients, team members, vendors, etc...
9. Promote a team environment and actively engage in creating and sustaining a positive work culture.
10. Able to maintain self-control under stressful situations and workload pressures without exhibiting negative behaviors.
11. Assists with training and mentoring other employees on an ongoing basis.
12. Maintain basic knowledge of all clinic services and products to be able to effectively educate patients.
13. Maintain an attitude of seeking out opportunities to assist whenever able without requiring prompting from others.
14. Able to take direction and constructive feedback from formal and informal leaders.

WORKING CONDITIONS:

- Work is performed in a medical/aesthetic office setting using standard medical/aesthetic equipment. Risk of exposure to blood and body fluids is present.

SCHEDULE:

- Fargo center for dermatology is open Mon, Tues, Wed, Fri 7:30am-5:00pm and Thursday's 7:30am-7:00pm
- The core hours of this position are Monday through Friday, varying between 7:00am-7:00pm.
- Hours required of each team member may fluctuate from week to week depending on overall clinic volumes/need.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Name: _____

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____