



### **Patient Coordinator Job Description:**

To provide exceptional customer service to all clients and vendors, while effectively maintaining front desk procedures including greeting patients, managing the patient check-in and check-out processes, answering phone lines, scheduling appointments, managing in-clinic patient flow, driving revenue, confirming appointments and addressing patient questions.

### **Job Duties, Responsibilities and Capabilities:**

- Greet patients
- Answer multi line phone system
- Have full knowledge of BHRC products and services and have the ability to answer patient questions
- Be able to conduct nonmedical consultations
- Responsible for selling retail products
- Responsible for taking and placing hormone orders as needed
- Frequently review schedule to assure accuracy
- Conduct appointment confirmation
- Check patients in and out
- Conduct minimum 50 outgoing calls daily
- Help drive revenue
- Responsible for accurate invoicing and payment collection
- Confirm patient appointments daily
- Contact patients with pre and post treatment instructions
- Create daily reports required by management
- Create daily payment collection reports and review merchant account reports to assure accuracy; resolve discrepancies
- Assist providers and staff with patient flow
- Assist with treatment room turnover/set up when needed
- Maintain cleanliness of front desk and reception area
- Maintain professional appearance
- Maintain patient confidentiality, including HIPAA and practice specific compliance guidelines
- Ship and receive packages
- Assist manager and staff as needed

**Qualifications:**

- High school diploma or equivalent
- Excellent customer service
- Excellent follow through and follow up
- Familiar with using a multi-line phone system
- Demonstrate computer literacy including use of office EMR
- Possess excellent communication, organization and problem solving skills
- Ability to work in a fast paced environment and handle stressful conditions
- Ability to learn products and services quickly
- Excellent phone skills
- Ability to deal with difficult patients
- Ability to prioritize and handle a variety of tasks simultaneously and the ability to work with frequent interruptions
- Experience working in a medical spa or dermatological practice is preferred
- Have a friendly, can do attitude

**Working Conditions:**

- Medical Spa Setting
- Patient Coordinator must be willing and able to work flexible hours, including evenings and some weekends.
- Patient Coordinator may be asked to assist in BHRC sponsored special events and trainings which may sometimes take place outside of normal work hours or at a location other than the spa.

**Physical Requirements:**

- Patient Coordinator is required to sit for long periods of time.
- Employees must be prepared to work in a fast-paced medical setting.