



POSITION ANNOUNCEMENT

PATIENT ENGAGEMENT REPRESENTATIVE – CALL CENTER

Department: Operations
Status: Full Time

Supervisor: Patient Engagement Operations Manager
Date: May 2020

A. SUMMARY: Patient engagement representatives serve as the first point of contact for patients and exemplify personal warmth and professionalism through high quality, efficient, and effective service. They actively work to create and maintain a professional, positive patient experience by identifying callers' needs, obtaining/verifying relevant information, problem solving and, where applicable, routing calls to the appropriate location. Patient engagement representatives support medical and dental departmental teams and interact with patients, healthcare providers, and external stakeholders. The ideal candidate should have a high degree of customer service and a passion for helping patients achieve wellness through health education.

B. PRIMARY RESPONSIBILITIES:

1. Projects a friendly and upbeat tone when greeting and interacting with patients, families, providers and coworkers in a courteous, friendly, and professional manner.
2. Effectively informs and educates patients by properly setting expectations with patients about what they should provide and expect at their appointment and other details that will facilitate a positive patient experience.
3. Effectively, comprehensively utilizes the medical and dental electronic medical record (EMR) entering data, documenting, tracking, and managing patient care. Promptly and accurately scans documents in the patient's EMR.
4. Schedules appointments for all new and established patients, reschedules, completes insurance verification and accepts payments when rotating at the Front Desk.
5. Displays an attention to detail and follows call center protocols regarding urgent and routine calls.
6. Achieve Key Performance indicators: Efficient talk time, call completion rate, accurate information capture rates, scheduling accuracy and efficiency and patient satisfaction scores.
7. Conducts household income assessment to calculate sliding fee scale costs for services and updates promissory notes accordingly when working at the Front Desk.

8. Maintain accurate confidential records of patients' interactions or transactions by following patient privacy protocol, recording details of inquiries, complaints, or comments, as well as actions taken.
9. Collaborate and recommend improvements in service to reduce or prevent future problems and enhance the patient experience.
10. Coordinates requests for medical records with the Medical Record Department.
11. Follows and actively participates in CSMD's Quality Management Plan and adheres to standards of improvement accordingly.
12. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.
13. Performed other duties as assigned.

C. REQUIREMENTS:

1. High School Diploma or equivalent.
2. CMA preferred.
3. One year of call center or customer service experience preferred.
4. Detail oriented
5. Must have ability to learn using medical and dental Electronic Health Records; must have strong computer skills.
6. Must demonstrate a positive demeanor, and excellent verbal and written communication skills.
7. Must have exceptional interpersonal communication skills to communicate effectively with callers in accordance with established policies and procedures.
8. Must be able to effectively resolve conflicts and function in a team environment.
9. Must have strong ability to multitask.

D. SUPERVISES

N/A

E. PHYSICAL REQUIREMENTS:

1. Visual acuity – always.
2. Hand – eye coordination – always.
3. Lifting approximately 10-15 lbs., Pushing, Pulling – sometimes.
4. Stooping, Bending, and Standing – sometimes.
5. Walking- frequent; short distances.

F. WORK ENVIRONMENT:

1. Indoor, environmentally controlled.
2. Exposure to disease or infections.

3. No vibrations.
4. Exposure to artificial and/or natural light.
5. Exposure to outdoor weather elements.

APPLICATION PROCEDURE:

Please apply online at caresouth.org.

CareSouth is an EOE.

CLOSING: Until filled.