

PATIENT RELATIONS-RECEPTIONIST

Job Summary:

We are seeking a friendly and organized receptionist to join our pediatric therapy office. The receptionist will be the first point of contact for patients and their families, providing exceptional customer service and ensuring the efficient flow of administrative tasks in the office.

Responsibilities include, but are not limited to the following:

- Welcome patients and their families with a friendly demeanor.
- Schedule and confirm patient appointments efficiently.
- Notify patients of any changes or cancellations.
- Check in patients upon arrival.
- Handle the check-out process, including scheduling follow-up appointments and providing any necessary documentation.
- Answer incoming calls promptly and courteously.
- Address patient inquiries, provide information about services, and direct calls to appropriate staff members.
- Assist with administrative tasks such as filing, faxing, and photocopying.
- Maintain organized and accurate patient records and documentation.
- Manage and organize office supplies.
- Assist with billing and payment processing as needed, including collecting co-pays and providing receipts.
- Communicate effectively with patients and their families about clinic policies, procedures, and available services.
- Address and resolve patient concerns or complaints in a professional manner.
- Coordinate with therapists and clinical staff to ensure smooth patient flow and efficient operations.
- Relay important information between patients and therapists as necessary.

Qualifications:

- High school diploma or equivalent.
- Previous experience in a medical or healthcare office is a plus.
- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Proficient in computer applications, including electronic health records (EHR) systems.
- Compassion and patience when dealing with children and their families.
- Knowledge of HIPAA regulations and patient confidentiality.

Working Hours:

This position is full time, with consistent working hours. Some evening shifts may be required to accommodate patient needs.

Benefits:

We offer benefits such as health/dental insurance, retirement, paid time off and holiday pay.

Interested candidates are invited to submit their resume and a cover letter detailing their qualifications and experience to hello@bettertogetheridaho.com by June 30, 2024. Please include "Patient Relations/Receptionist" in the subject line.