Medical Call Center Representative

Principal Duties and Responsibilities:

- Schedule appointments for patients.
  - Answer telephone promptly and in a polite and professional manner.
  - Obtain and enter accurate demographic information into Next Gen (address, telephone number, name of insurance or self-pay status).
  - Schedule appointment correctly - review appointment date, time, location, and provider name with caller.
  - Inform caller of items to bring to appointment (including insurance card, medications, office visit fee, and verification of income - if applicable).
  - Remind caller to arrive 15 to 30 minutes before scheduled appointment to complete paperwork.
  - Remind caller of cancellation/no-show policy.
  - Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization.

- Act as a liaison for the patients and the Health Center:
  - Direct calls to other departments as needed.
  - Use sound judgment in handling calls, especially with upset patients.
  - Understanding of when to escalate calls to physicians/practice manager/triage nurse.

- Service patients
  - Make reminder calls as requested.
  - Make calls to reschedule appointments when necessary.
  - Provide assistance with mailings and other projects as call volume permits.

- Other reasonably related duties as assigned by supervisor or manager.

Qualifications:

- Ability to handle confidential and sensitive information.
- Ability to communicate effectively on the telephone.
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds.
- Ability to handle a "call center" environment: work quickly and multi-task.
- Ability to exercise good judgment to handle calls appropriately.
- Ability to demonstrate good customer service.

High School or GED required. Associate's Degree or related healthcare certification preferred. One year of experience in customer service and/or related clinical environment; working knowledge of medical terminology. Bilingual in Spanish helpful.

We offer a full benefits package including medical, dental, and life insurance, paid time off and holidays, and 401(k) plan.

Please forward your resume and salary requirements to sfleming@chcgd.org or fax to (937) 586-9736.