

## Aesthetic Solutions

### Job Description – Care Coordinator | Front Desk

**Summary:** The Care Coordinator | Front Desk answers the telephone, schedules appointments, greets arriving patients, prepares charts for patient visits, handles provider dictations and files medical records after each visit. The Care Coordinator | Front Desk maintains a working knowledge of all products and services and is cross trained to assist with other administrative responsibilities detailed in the Administrative Guidance Policy.

**Classification:** Hourly, Full-time

**Work Hours:** Monday – Friday, 8:15 am – 5:00 pm (occasional future evening, weekend hrs may be required)

**Reports to:** Practice Administrator

#### Primary Responsibilities

##### Reception

- Set the stage for an exceptional patient experience.
- Ensure the reception desk and waiting area is clean and well organized. This may require dusting, cleaning, trash removal, straightening up, etc.
- Warmly greet arriving patients
- Retrieve chart, secure updated demographic information as appropriate.
- Alert nurse with light system and place chart in rack.
- Coordinate with Marketing Director to keep informational displays and marketing materials seasonally appropriate and coordinated with practice events and activities.
- Alert Practice Manager if patient is not escorted to clinic within 15 minutes of scheduled appointment time.
- Contact > 5 min late arriving patients (secondary to Scheduler)
- Perform reception and registration activities in accordance the applicable policies and guidance documents.

##### Appointments

- Answer telephone calls. Credential practice and providers, answer questions within scope of knowledge, share personal experience with procedures, and provide information to help patients schedule when appropriate for patient and practice. Handle other calls in accordance with practice policies.
- Add new patients to Nextech, collect demographic info and referral source, verify and update demographic info for existing patients.
- Schedule appointments in Nextech, email New Patient packages, Pre/Post Instructions, FAQs, etc.
- Cancel and reschedule appointments, collect deposits, communicate late cancel / no show policies.
- Review appt confirmations, contact patients who have not confirmed.
- Review future schedule for conflicts and errors (secondary to Scheduler)
- Assist with development of verbal/written response to common patient questions
- Perform all scheduling activities in accordance with the applicable policies and guidance documents.

##### Medical Records

- Review next day appointments, prepare charts, print superbills and related forms
- Issue new medical record numbers. Create new charts.
- Organize loose documents in completed charts, file completed charts.
- Process release of medical records in accordance with practice policies.
- Email provider schedules to transcriptionist. Receive completed dictation files, print, secure signature and file in charts, save electronic copy to Nextech.
- Perform all medical records activities in accordance with the applicable policies and guidance documents.
- Scan photo releases, testimonials and care plans to patient and practice records

## Aesthetic Solutions

### **Secondary Responsibilities:**

#### Miscellaneous

- Review future schedule and fill openings from move-up list
- Send dictated Thank You letters to referring physicians, confirm referral source documented in Nextech.
- Monitor and respond to website “chat” inquiries
- Maintain adequate stock of office supplies, order as necessary using approved practice process.
- Cross-train for competency in administrative tasks outlined in Administrative Guidance Policy.
- Maintain a HIPAA-compliant work area, and adhere to HIPAA requirements in all activities
- Maintain clean, organized, clutter-free work space

#### Other Ancillary Activities as Assigned

The practice reserves the right to add role-relevant ancillary activities to this job description at any time.

### **Required Proficiencies**

- Warm, friendly, outgoing and energetic personality
- Professional appearance
- Excellent telephone skills
- Excellent writing skills
- Excellent customer service skills
- Proficient with computers and Microsoft Office (Nextech, CRM software advantageous)
- Proficient with office equipment including fax, scanner, copier, printer, telephone, credit card terminals.

### **Education and Experience**

Bachelor Degree

Relevant Work experience in direct customer facing environments