

JOB POSTING: October 15, 2021

POSITION INFORMATION:

Classification: **PATIENT EXPERIENCE REPRESENTATIVE (RECEPTIONIST)**

Position: Full Time Permanent

Hours: Mon-Fri

DESCRIPTION:

Pan Am Rehabilitation Services is a private physiotherapy clinic within the Pan Am Clinic. We are currently seeking a full time Patient Experience Representative. As the first point of contact, you will be responsible for ensuring patients have an exceptional experience in our clinic by performing administrative and operational tasks in alignment with the mission and core values of the clinic.

KEY RESPONSIBILITIES:

- Phone performance: answer incoming calls, perform reminder calls and COVID screening
- Responsible for scheduling patient appointments, invoicing and collections in the AccuroEMR System
- Act as a source of information for patients regarding location, services & clinicians
- Direct bill insurance providers (private, WCB, MPI)
- Ensure completion of digital checklists
- Enter and safeguard patient personal health information in the AccuroEMR System.
- Ensure the front desk and patient waiting area are clean, organized and follow brand guidelines
- Ensure COVID protocols are followed by patients and visitors
- Follow procedures related to specific program and patient types (WCB, MPI)
- Provide feedback for improvements and escalate any operational issues to the Clinical Manager
- Attend staff meetings to stay current on clinical policies and procedures
- Miscellaneous duties as assigned

QUALIFICATIONS:

- Demonstrated strong English verbal and written communication skills
- Excellent interpersonal skills both over the telephone and in person
- Exceptional ability to interact with the public, other clinical staff and healthcare professionals
- Effective organizational and multi-tasking skills
- Ability to maintain a high level of confidentiality
- Previous clinical reception/administration or sales experience an asset
- Knowledge of AccuroEMR System considered a strong asset
- Supervisory experience a strong asset

Only applicants who have been selected for an interview will be contacted. Thank-you.

PLEASE SUBMIT COVER LETTER AND RESUME TO:

Mark Beatty
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