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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Medical Customer Service Representative

**Reports To:** Call Center Supervisor

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** Responsible for handling incoming patient calls, scheduling patient appointments and routing messages appropriately to the office locations.  This position plays an important role in providing outstanding customer service to all patients.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Addresses inbound calls and communicates with Coastal offices about patient matters
* Answers phone calls in a courteous manner, identifying self and obtaining reason for call
* Documents all interactions according to standard operating procedures and accurately and appropriately enters information in the electronic medical record (EMR)
* Schedules patient appointments according to the guidelines for each office location
* Verifies patient demographic and pharmacy information
* Follows the protocol for handling each call according to specific criteria approved by Coastal Medical
* Effectively manages multi-line phone system
* Coordinates communication and information regarding high risk patients with the appropriate office or department
* Adheres to federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Follows Coastal Medical guidelines for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* High school diploma or equivalent
* Certificate from a college or technical school in the medical field preferred
* Minimum of 1 year of experience as a medical receptionist/secretary or with answering phones in a clinical or medical office setting
* Previous experience working with an EMR

**Knowledge, Skills and Ability**

* Demonstrates knowledge of exemplary customer service and ability to work collaboratively with others
* Ability to show care and compassion when communicating with patients and others involved in their care
* Strong oral and written communication skills
* Ability to work as part of a team
* Ability to multi-task and operate under pressure in a fast-paced environment
* Excellent organizational skills with superb attention to detail
* Ability to type and operate a computer with the skills to use technology
* Knowledge and skill of Microsoft Office

**Physical Effort and Dexterity**

* Sit and/or stand for prolonged periods of time
* Extensive use of a phone for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers, standard office machines and equipment as it pertains to one’s position

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*January 2020*