**Medical Secretary**

 **The Company:**  A member of the Lifespan health system, Coastal Medical is a primary care driven practice serving 120,000 patients across Rhode Island, whose primary goal is to offer patients better health and better care with minimal costs.  An equal opportunity and affirmative action employer, Coastal employs over 600 professionals in a variety of roles.

* Coastal Medical offers competitive wages and values work/life balance.
* Our comprehensive benefit package includes health, dental & vision benefits, a free life insurance policy, earned time, paid holidays and 401K match.
* Employee input is essential to our operations. All employees are encouraged to join and participate in committees, trainings, and workgroups.
* Coastal Medical is an equal opportunity employer. All employees and applicants for employment are afforded equal opportunity in every area of hiring and employment without regard to race, ethnicity, religion, gender, national origin, age, veteran, or disability status.
* **Per the Rhode Island Department of Health all existing and new employees must be fully vaccinated against COVID-19 and receive their flu vaccination upon hire.**

**The Position:** We are currently in search of a Medical Secretary. The Medical Secretaries main responsibility includes assist clinicians in providing high-quality patient care, while exhibiting superb customer service skills to all patients and the overall practice.

* This is an hourly, full-time position with a schedule of 40 weekly hours, Monday through Friday.
* This position is located at our **Specify location.**
* Employee parking is provided.

**Essential Functions:**

* Responsible for scheduling appointments, checking patients in and out, coordinating specialist appointments and answering phones.
* Verifies demographics and insurance carrier information, ensuring an updated copy of the insurance card is on file for every patient.
* Collects patient balances, copays, and credit cards at time of service and reconciles daily payments received.
* Monitors clinician schedules for “no-show” appointments and follows proper protocols for notifying and rescheduling the patient.
* Reviews clinician schedules to ensure that appointments have been confirmed and makes outgoing calls to confirm appointments as needed.
* Responds to patient requests through various messaging platforms.

**Requirements:**

* High School Diploma or equivalent.
* Certification as a Medical Secretary or previous training in Office Administration.
* At least one year of prior experience as a Medical Secretary/Receptionist.
* Familiarity using an EMR or HER.
* Any combination of education and experience that is substantially equivalent is also acceptable.

**Why You Should Apply:**

* We operate in a collaborative environment and strongly encourage and promote employee growth and development.
* Coastal offers a wide range of training opportunities including our own Leadership Academies as well as other well-known programs such as Crucial Conversations and Clifton Strengths.

**Check out what's happening at Coastal!**

***Five Questions With: Dr. Edward McGookin***

[Five Questions With: Dr. Edward McGookin (pbn.com)](https://pbn.com/five-questions-with-dr-edward-mcgookin/)

***Meet Dahiana Diaz, Coastal Medical***

<https://www.youtube.com/watch?v=tN6IJ1jEyTI>