
Medical Practice Patient Representative (Clerical Assistant) - Westport Internal Medicine (Job Id 12673)

Location: USA:CT:Westport

Category: Patient Financial /
Admitting Services

Employment Type: Employee

Post Date: 04/04/2022

Description

Effective 9/24/2021: \$500 Sign On Bonus

Title: Medical Practice Patient Representative (Clerical Assistant) - NHMP Internal Medicine Associates of Westport (IMAW)- Westport, CT. 40 hours per week, Monday - Friday, 8 hour shifts 8:00am - 5:00pm & Rotating Saturday's 8:30am - 12:30pm.

Summary: Provides advanced level clerical and administrative support and coordinates the patient care activities for physician practice operations.

Responsibilities:

1. Great and acknowledge all patients immediately upon arrival with a warm friendly greeting. Be attentive by using eye contact, demonstrate effective listening skills and allowing the patients to express their needs without interruption.
2. Keep patients informed of delays and schedule challenges. Keep clinical staff informed of arrivals and variances of scheduled appointments. Communicate professionally with all levels of hospital staff. Build strong professional rapport with peers and referral office staff.
3. Able to check in patients efficiently and in a timely manner, enabling the staff to stay on schedule. Ensure all paperwork is prepared and accounted for, for the upcoming scheduled patients daily.
4. Ensure all paperwork is completed by the patient entirely. Assist the patient with any questions or help required to complete the forms. Collect patient insurance cards and IDs at every visit. Scan into ADS. Alert patient financial services for self pay patients and or questions concerning participating insurance plans
5. Able to efficiently and accurately enter all required data for each patient's visit.
6. Review workflow at the end of the day to resolve cancelations and no shows. Verify all scripts contain the necessary required information. Investigate discrepancies.
7. Verify petty cash amounts in the mornings and at the end of each day. Complete the log. Keep the monies secured throughout the day. Reconcile all payments taken by tender. Complete the reconcile report and submit both the report and monies to accounting daily.
8. Fulfills all compliance responsibilities related to the position.
9. Performs other duties as assigned.

Other information:

Required: High school diploma or GED. Two or more years experience of customer service, through professional communication and job knowledge, preferably in a Medical Environment.

Minimum Experience: six months

Desired: Professional presentation and a positive attitude, Time Management skills, Customer Service Excellence, mentality, Strong professional communication skills.

Location: Westport-333 Post Rd West

Work Type: Full-Time

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Standard Hours: 8.00

FTE: 0.200000

Work Schedule: Day 8

Work Shift: Monday-Friday 8am-5pm; Rotating Saturdays 8:30am-12:30pm

Org Unit: 547

Department: NW PC Imaw

Exempt: No

Grade: S3

Education:

Essential:

* HS Graduate or Equivalent

Working conditions:

Essential:

* Some manual skills / motor coord & finger dexterity

* Little or no potential for occupational risk

* Medium to Heavy effort. May exert up to 35 lbs. force

* Some exposure to dirt, odors, noise, human waste, etc.

EOE, including disability/vets. Nuvance Health has a network of convenient hospital and outpatient locations — Danbury Hospital, New Milford Hospital, Norwalk Hospital and Sharon Hospital in Connecticut, and Northern Dutchess Hospital, Putnam Hospital Center and Vassar Brothers Medical Center in New York — plus multiple primary and specialty care physician practices locations, including The Heart Center, a leading provider of cardiology care, and two urgent care offices. Non-acute care is offered through various affiliates, including the Thompson House for rehabilitation and skilled nursing services, and the Home Care organizations.

We will endeavor to make a reasonable accommodation to the known physical or mental limitations of a qualified applicant with a disability unless the accommodation would impose an undue hardship on the operation of our business. If you believe you require such assistance to complete this form or to participate in an interview, please contact Human Resources at 203-739-7330 (for reasonable accommodation requests only). Please provide all information requested to assure that you are considered for current or future opportunities.