

JOB DESCRIPTION

POSITION: Patient Relations Supervisor

DEPARTMENT: Front Office

REPORTS TO: Office Manager

JOB SUMMARY: Acts as host/hostess, warmly greeting patients and notifying the appropriate staff members of their arrival. The patient relations supervisor demonstrates sensitivity to patient's needs and requirements and demonstrates superior telephone, interpersonal, and organizational skills. This staff member will assist in leading the patient relations team members on a day-to-day basis while ensuring a seamless patient experience through the registration/check in process.

Education and Experience:

1. High school diploma or equivalent.
2. Two years' experience in clinical practice.

ESSENTIAL SKILLS AND ABILITIES:

1. Exceptional articulate communication skills.
2. Professionalism
3. Ability to multitask
4. Flexible workload
5. Good problem-solving skills.
6. Knowledge of Microsoft Word and Excel.
7. Able to take direction/able to take initiative
8. Time management skills
9. Detail oriented
10. Quality focused
11. Ability to work with a team
12. Superior organizational skills

RESPONSIBILITIES:

1. Telephone and Greeting

- Answers telephone calls promptly.
- Triage all calls to appropriate personnel.
- Welcome patients.
- Maintain a clean and inviting clinic reception area.
- Schedule appointments and adjust appointments as needed.

- Have knowledge of insurance information to properly inform the patient of payment expectations, insurance coverage, referral requirements and network issues.

- Have knowledge of telemedicine visits and insurance coverage to properly schedule telemedicine appointments.

3. Other Responsibilities

- Assists with daily deposits
- Assists as needed with IT issues/concerns as needed regarding the front desk
- Complete the check in and registration process by obtaining, recording, and updating patient personal, insurance, and financial information.

- Manage a complex, multiple provider schedule and optimize patient satisfaction, provider time, and treatment room utilization
- Answer multi-line phone system, providing top-notch customer service
- Obtain revenue by recording and collecting patient charges in a medical and aesthetic practice
- Supervise and assist with incoming and outgoing patient referrals
- Protect patient rights by maintaining confidentiality of medical, personal, and financial information
- Posting patient payments/knowledgeable with ledger work
- Knowledgeable in multiple software systems including but not limited to: Electronical Medical Records, various rewards programs, referral program, product point of sale, Excel, Word, Credit Programs (ex: Care Credit) and any additional software systems pertinent for day-to-day tasks.
- Perform opening and closing duties of the clinic
- Work with front desk staff and schedulers daily to optimize patient scheduling and templates to optimize the use of rooms/staff. (Ex: adjusting staff schedules and patient schedules to increase patient access)
- Access patient schedules daily and implement measures to maximize patient volume, increase patient access to providers and minimize patient no-shows.
- Perform opening and closing duties of the clinic
- Have knowledge in services offered at clinic to provide service education and schedule appropriately based on service needed.
- Have knowledge in products offered at clinic in order to guide patient to appropriate products purchases.
- Understand, Promote, and be able to sign patients up for A-List Program.
- Sign patients up for neurotoxin/filler rewards program (ex: Alle and Aspire)
- Communicate continually with clinical staff on scheduling changes and patient status changes throughout the day.
- Maintains a system to achieve a high re-booking percentage (booking at time of check out or follow up system or recall system to re-capture patient and optimize appropriate intervals for follow up treatments/appointments).
- Maintain and supervisor patient no-show policy regarding appointments or rescheduled appointments in order to ensure appropriate patient follow up. Ensure all required medical appointments are followed up on (ex: necessary skin cancer follow up appointments are scheduled or added to recall list if not scheduled right away to ensure patients necessary medical appointments are not missed)

LEADERSHIP RESPONSIBILITIES:

Additional Responsibilities:

- Motivate team members to perform at their best
- Continue to manage, build, and own templates for providers.
- Set clear goals and communicate that information to team members effectively
- Assist with leading monthly front desk meeting
- Develop and lead team building exercises
- Oversee the day-to-day operations of the patient relations team
- Create a supportive team environment
- Empower team members with the skills they need to perform optimally
- Resolve Conflict
- Assess coverage daily and staffing of the patient relations team.
- Create & manage formal schedule for medical patient relations team

- Assess for appropriate coverage by monitoring appropriate start and end times, lunch breaks, and adjustments and coverage needed to accommodate for employee absences, special events, meetings, or patient relations team meetings
- Assess for avoidance of overtime
- Assist In developing formal processes for patient relations team
- Flexibility with schedule to accommodate opening/closing when needed

Working Conditions:

Work is performed in a medical/aesthetic office setting using standard medical/aesthetic equipment. Risk of exposure to blood and body fluids is present.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____