

JOB DESCRIPTION

POSITION: Patient Relations Aesthetic Specialist

DEPARTMENT: Front Office

REPORTS TO: Patient Relations Supervisor

JOB SUMMARY: Acts as host/hostess of first impressions with patients and guests, warmly greeting patients and notifying the appropriate staff members of their arrival. Serves as primary telephone person, directing all calls to the appropriate person. Demonstrates sensitivity to patient's needs and requirements. Demonstrates superior telephone and interpersonal skills. Must always present professional decorum.

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent
2. Experience in clinical or aesthetic practice (Preferred)
3. Customer service: 1 year (Preferred)
4. Computer skills: 1 year (Preferred)

ESSENTIAL SKILLS AND ABILITIES:

1. Exceptional and articulate communication skills.
2. High degree of professionalism
3. Above average ability to multitask
4. Ability to flex to changing needs of daily workload
5. Great problem-solving skills.
6. Knowledge of basic computer programs as well as ability to master electronic medical record and related applications
7. Able to take direction and constructive feedback from formal and informal leaders
8. Takes initiative and seeks to meet clinic needs without prompt
9. Detail oriented & quality focused with superior organizational skills
10. Team player focused on the big picture and patient satisfaction

RESPONSIBILITIES:

1. Creating and fostering a welcoming atmosphere

- Welcome patients by acting as positive first impression at front reception area.
- Answers telephone calls promptly.
- Triage all calls to appropriate personnel.
- Maintain a clean and inviting clinic reception area.
- Schedule appointments and adjust appointments as needed.
- Maintain knowledge of telemedicine visits, regulations, and insurance coverage to properly schedule telemedicine appointments.
- Develop expertise in aesthetic procedures and product offerings.

2. Medical record accuracy & completeness cross training

- Makes certain that patient records are accurate, and charge sheets are created as needed.
- Registers all patients and verifies insurance information.
- Makes sure all consents and patient forms are reviewed and signed by patient upon check in and continually monitors necessity of updating forms (ex: consent for care, HIPPA, minor consent form etc.)
- Helps with filing, scanning, referrals and front office organization as requested by supervisor.

3. Other Responsibilities

- Backs up check-out and other staff members as needed.
- 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.
- Handle incoming and outgoing patient referrals.
- Protect patient rights by maintaining confidentiality of medical, personal, and financial information.
- Supports inventory management, ordering and stocking of products.
- 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, Cherry) and any additional software systems pertinent for day-to-day tasks.
- Access patient schedules daily and implement measures to maximize patient volume, increase patient access to providers and minimize patient no-shows.
- Perform opening and or closing duties of the clinic 7:45am-7pm.
- Have basic knowledge in services offered at clinic to provide service education and schedule appropriately based on service needed.
- Have basic 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 implement a system to handle patient no-show appointments or rescheduled appointments in order to ensure appropriate patient follow up and make sure 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 assure patients necessary medical appointments are not missed).

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: _____