



Patient Service Representative

Job Description:

Join our top-performing team at Western Washington Arthritis Clinic. Our physicians practice state-of-the art medicine using the latest research and techniques to diagnose and treat chronic disorders such as autoimmune disorders, arthritis, lupus, gout, fibromyalgia, and osteoporosis.

Location: Bothell WA

Job Summary:

Ideal candidate works reception in a fast-paced Arthritis Clinic helping patients with scheduling, checking patients in and out, reception and customer service (in person and on phones). Employee may assist with referrals and authorization processing for insurances.

Need a team player that can multi-task and is able to be comfortable with long stretches working on the phones.

Essential Functions: Reception and Customer Service, includes but is not limited to:

- Answers multiple telephone lines using defined etiquette standards; route calls and messages.
- Greets and directs visitors/patients and offers assistance.
- Registers new patients and schedules office appointments.
- Inputs patient registration, billing and patient charge data into database.
- Answers questions and follows through on inquiries.

Qualifications/ Special Characteristics/ Requirements: Education Background

- High school diploma or GED equivalent.
- Some college coursework preferred.

Work Experience:

- Two years administrative or clerical support preferred
- Experience in a health care setting preferred.

Special Training/Skills:

- Demonstrates customer service skills.
- Microsoft application skills: Word, Excel and Outlook.
- Data entry skills required.
- Excellent organizational skills, high attention to detail and accuracy.
- Knowledge of physician practice management systems preferred.
- Familiarity with electronic medical records.
- Ability to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served.

If you are interested in applying for this position please send your resume to Kim McCarron at kmccarron@wwmedgroup.com