



### **Patient Service Specialist – Full-time**

**Position:** Full-time Patient Service Specialist for Everett & Edmonds Pulmonary/Sleep Medicine practice.

**Days:** Monday – Friday

**Time:** 8:00am-4:30pm

**Experience:** Minimum one year of medical reception experience preferred, not required.

We are looking for someone who has excellent communication skills, understands how to provide a high standard of patient customer service. Must be able to multi task and are driven and passionate about their work. Willing to work at both Everett and Edmonds location and have a reliable car for transportation

Duties to include:

- Scheduling patient appointments
- Check in and check out patients
- Scan insurance cards and patient ID's
- Update patient information as needed in the computer system
- Verifying medical insurance coverage
- Collecting co-pays/ balancing at the end of the day
- Chart prep for the following day
- Process incoming referrals and scheduling new patient appointments
- Work in high-pressure situations while maintaining a caring and understanding attitude with patients and other staff members.

Education Background:

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

Special Training/Skills:

- Microsoft application skills: Word, Excel and Outlook
- Data entry skills required
- Demonstrates customer service skills
- Excellent organizational skills, high attention to detail and accuracy
- Knowledge of medical terminology
- 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

Physical Abilities:

- Ability to sit for up to four hours at a time. Able to operate a computer.
- Physical Demand Level: Medium
- In an 8-hour workday, must be able to-

- Lift / Carry, 20 to 50 pounds occasionally, 10 to 25 pounds frequently, up to 10 pounds constantly
- As required, must be able to-
  - Sit, Stand, Walk, Bend, Squat, Kneel, Crawl, Climb and Reach above shoulders
  - Push and Pull
  - Perform fine motor functions
- Must possess functional vision, hearing, and speech in order to communicate effectively with clients, client advocates, and staff.

**Benefits:** This is a fully benefited position.

**Salary:** Salary depends on experience.

If you are interested in applying for this position please send your resume to Ryan Sundquist at [rsundquist@wwmedgroup.com](mailto:rsundquist@wwmedgroup.com).