



JOB SUMMARY

Job Title: Contact Center Patient Coordinator

Statement of the Job

As a Contact Center Patient Coordinator, you will be responsible for ensuring all calls (inbound and outbound) at Miller Vein are handled with exceptional patient care and service. Daily you will be calling patients to discuss the benefits of treatment for their venous insufficiency and encouraging them to schedule an appointment to determine their care plan. Also, you will be scheduling long term follow up appointments, discussing insurance coverage, sharing pre-procedure instructions and other various topics relating to the treatment of vein disorders. The Contact Center Patient Coordinator reports to the Contact Center Manager.

Espouse Miller Vein Values

Humble Service
Integrity
Teamwork
Excellence
Can-do-positive attitude
Happiness & Joy

Duties of the Job

- Handle incoming calls with exceptional phone etiquette and demeanor
- Communicate passionately with patients about the benefits of vein treatment
- Respond to online inquiries about our treatment programs through proper email communication
- Make outbound calls to patients to follow up on missed appointments and encourage scheduling of future appointment
- Schedule appointments conveniently and effortlessly for all patients
- Maintain EMR database by entering and verifying information; updating contact information and insurance as necessary

Other Duties

- Confidentially handle patients charts and care plans
- Proactively identify process improvements
- Performs other duties as assigned

Qualifications

- High school graduate, college coursework/degree preferred
- 3+ years in call center position or receptionist (clinical setting preferred)
- Exceptional speaking voice and pleasant personality
- Excellent phone and computer skills
- Compassionate, caring, understanding, committed to patient satisfaction and happiness