PATIENT SERVICES REPRESENTATIVE

SCNM is a school of medicine and health sciences grounded in naturopathic principles. Dedicated to the ideal that everyone deserves high quality health care, we engage students in rigorous innovative academic programs, discover and expand knowledge, and empower individuals and communities to achieve optimal health. Naturopathic physicians diagnose, treat, and help prevent diseases using a system of practice that is based on the natural healing capacity of individuals. In addition to the medical college, SCNM operates a medical center onsite. Located in Tempe, Arizona, the overall environment is vibrant and dynamic, with passionate students, staff and faculty.

POSITION PURPOSE:

Create a warm welcome and healing environment for patients who are visiting the medical center. Facilitate high levels of patient communication in order to maintain retention of patients and patient satisfaction. Perform various clerical duties for patient services, clinical services manager and physicians. Demonstrate timely and courteous customer service.

DUTIES AND RESPONSIBILITIES:

- Serve as first contact with guests. Welcome and greet guests to the medical center. Assist patient with signing daily check-in, verify demographics and insurance benefits as necessary. Phone or page employees to meet guests, direct guests to appropriate areas, and appropriately and courteously screen solicitors for relevance to organization needs.
- Provide patient reception support, including answering phones, appointment scheduling and checking patients in and out. Demonstrate warm and welcoming attitudes with patients, providers, and students.
- Receive and record incoming and outgoing medical records and distribute to doctors; fax prescription refills as necessary to pharmacy and doctor.
- Receive fax and incoming mail and distribute to appropriate staff.
- Explain financial requirements to patients or responsible parties and collect copays as required.
- Assist physicians, providers, and students with administrative needs to enhance patient-centered care.
- Assist with projects or activities as needed that enhance and support scheduling, visits and patient satisfaction.
- Create and support a positive work environment through personal conduct and communications that promote mutual respect, cooperation and enjoyable interactions with patients, physicians, clinical staff, students, peers, SCNM community department staff and administration.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong communication and customer service skills.
- Must be able to organize, and multi-task prioritize.
- Strong computer literacy skills.
- Experience in Electronic Health Record systems.
QUALIFICATIONS AND REQUIREMENTS:

- High School diploma or equivalent (GED).
- Two (2) years of customer service, or clinical experience in medical setting preferred.
- Or any equivalent combination of education and/or experience.
- Associate’s Degree Preferred
- Current license as a healthcare provider or Medical Assistant diploma preferred.

SCNM is an Equal Opportunity Employer committed to a diverse and inclusive workforce.

SCNM is a Smoke-Free campus.

**Once an offer is accepted, all external applicants are subject to a pre-employment drug screen. Offers of employment shall be contingent upon satisfactorily passing drug testing.