

PATIENT ADVOCATE

Job Description

The Patient Advocate's main role is to serve as a point of contact for patients before and after their appointment, set the culture and environment for the clinic, recording interactions, and tracking files, as necessary. They are to be friendly and welcoming to patients to ensure that they feel welcomed in the clinic. The Patient Advocate communicates with outside medical establishments like clinics and private practices that treat the same patients to send all the requested patient information. They update the Doctors, X-ray Technician, Nutritional Response Practitioners, Massage Therapists, and Emotional Wellness Providers on schedule changes. They securely gather patient information and enter it into patient databases. They ensure the entire clinic is running smoothly by reviewing schedules to make sure all down payments are taken for new patients, and there are no double bookings. The Patient Advocate keeps supplements stocked, ensures there are adequate clean gowns available, and the clinic is in order. They ensure that rooms are consistently filled as patients arrive, all while answering phones, keeping up with emails, and communicating with the doctors and notetakers to ensure all patient needs are completed.

Responsibilities

- Setting the tone of the culture of Bountiful Life Chiropractic Center, a culture of care.
- Greeting patients professionally both in person and on the phone
- Quickly answering or properly referring questions and issues
- Laundry
- Optimizing provider schedules and patient satisfaction with efficient scheduling and appointment execution
- Notifying providers of patient arrivals
- Comforting patients by anticipating anxieties and effectively answering questions.
- Ensuring availability of treatment information by retrieving and updating patient files
- Verifying financial records and collecting patient charges
- Maintaining office inventory and equipment by anticipating supply needs and expediting supply orders
- Providing patients with supplement purchasing and executing sales
- Printing statements for patients and answering billing questions

Requirements

- Communication skills to converse clearly over the telephone and in person phone with a smile on their face and in their voice.
- Organization and time management to manage a variety of tasks effectively and efficiently.
- Attention to detail to schedule patients correctly and communicate scheduling difficulties with providers.
- Technological skills, proficient in Microsoft Word and Excel, ability to learn and maintain database and record keeping systems and appointment scheduling tools.
- Interpersonal skills to interact positively with patients who may be upset or stressed.
- Maintain patient and office confidentiality.

Direct Supervisor

Front Office Manager