New Mexico Medical

12127B North Highway 14 ● Suite 5
Cedar Crest, NM 87008

NMM Patient Service Communications Representative

Principal Duties and Responsibilities:

1. Schedule appointments for patients.
    - I. Answer telephone promptly and in a polite and professional manner.
    - II. Obtain and enter accurate demographic information into iPatient Care (address, telephone number, name of insurance or self-pay status).
    - III. Schedule appointment correctly – review appointment date, time, reason, location and provider name with caller. Review patient chart for last visit and confirm patient's primary care provider.
    - IV. Be mindful of overall scheduling when adding a patient to a provider's schedule and book appropriately.
    - V. Inform caller of items to bring to appointment (including insurance card and medications)
    - VI. Remind caller to arrive 15 minutes before scheduled appointment to complete paperwork.
    - VII. Remind caller of no-show policy
    - VIII. Answer questions and offer other information, as requested, to provide patient focused service and a positive impression of the organization.
2. Act as a liaison for the patients and New Mexico Medical:
    - I. Direct calls to other departments, as needed.
    - II. Use sound judgement in handling calls, with all patients.
    - III. Understanding of when to escalate calls to physicians/clinic manager/medical assistants.
    - IV. Appropriately document phone notes and route to appropriate personnel.
    - V. Understand workflow of clinic operations to ensure phone calls are appropriately routed.
    - VI. Be aware of, and observe policies of New Mexico Medical.

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3. Service Patients

   I. Make reminder calls as requested

   II. Make calls to reschedule appointments when necessary.

   III. Provide assistance with mailings and other projects as call volume permits.

4. Other reasonably related duties as assigned by manager.

Qualifications

- Ability to handle confidential and sensitive information
- Ability to communicate effectively on the telephone.
- Ability to relate to persons with diverse education, socioeconomic, and ethnic backgrounds.
- Ability to handle a “call center” environment: work quickly and multi-task.
- Ability to exercise good judgement to handle calls appropriately.
- Ability to demonstrate good customer service.
- Must be able to cross train as for Front Desk (PSC) with possible placement as a PSC as needed.

High school or GED required. Associate’s Degree or related healthcare certification preferred. One year of experience in customer service and/or related clinical environment; working knowledge of medical terminology. Bilingual in Spanish helpful.

Position requires use of hearing, motor skills including finger usage and wrist rotation, visual contact with computer. We are not equipped with TTY requirements. Basic mental capacity for adequate thought process utilizing Microsoft systems. Position requires ability to sit for extended periods of time.

We offer a benefits package that includes medical, life insurance, paid time off and holidays, and a retirement plan.

Please visit our website at www.newmexmed.com/careers to submit your resume and employment application.