



Community Health Centers of Greater Dayton

Medical Call Center Representative

Community Health Centers of Greater Dayton is seeking a Patient Service Representative to work in our Centralized Scheduling Department.

Schedule appointments for patients

- Answer telephone promptly and in a polite and professional manner.
- Obtain and enter accurate demographic information into Next Gen (address, telephone number, name of insurance or self-pay status).
- Schedule appointment correctly - review appointment date, time, location, and provider name with caller.
- Inform caller of items to bring to appointment (including insurance card, medications, office visit fee, and verification of income - if applicable).
- Remind caller to arrive 15 to 30 minutes before scheduled appointment to complete paperwork.
- Remind caller of cancellation/no-show policy.
- Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization
- Demonstrate understanding of when to escalate calls to physicians/practice manager/triage nurse.
- Make reminder calls for appointments.
- Make calls to reschedule appointments when necessary.
- Provide assistance with mailings and other projects as call volume permits.
- Other reasonably related duties as assigned by supervisor or manager.

Qualifications

Must be able to:

- Handle confidential and sensitive information.
 - Communicate effectively on the telephone.
 - Relate to persons with diverse educational, socioeconomic, and ethnic backgrounds.
 - Handle a "call center" environment: work quickly and multi-task.
 - Exercise good judgment to handle calls appropriately.
 - Demonstrate good customer service.
- Act as a team player

Required Knowledge, Experience or Licensure/Registration

1. High School or GED required. Associate's Degree or related healthcare certification preferred.
2. One year of experience in customer service and/or related clinical environment.
3. Working knowledge of medical terminology.

This position includes an excellent benefits package, which includes medical and dental coverage, paid time off, life insurance, disability and 401K plan. CHCGD is an employer who celebrates and embraces a diverse workforce. To apply, please send resumes to sfleming@chcgd.org or fax to (937) 586-9736. Please visit our website at www.communityhealthdayton.org. CHCGD is an equal opportunity employer.