Job Description – Patient Advocate

TITLE:	**Patient Advocate**
STATUS:	**Exempt**
EMPLOYMENT TYPE:	**Salary**
WORK SCHEDULE:	**40 Hours per Week Monday-Friday**
REPORTS TO:	**Clinic Management Team**

SUMMARY OF PRIMARY DUTIES & REPSPONSBILITIES:

The Patient Advocate is the true face of the office- the first-person clients speak with or are greeted by- and sets the tone for the office and its smooth daily operations. He/she provides a wide range of office and administrative tasks, including scheduling new patients and rescheduling existing patients' appointments.

ESSENTIAL PRIMARY DUTIES & RESPONSIBILITIES:

- Greets and registers patients in a prompt, pleasant, and helpful manner.
- Books, coordinates and reschedules patient's appointments.
- Collects deductibles and co-pays as required by insurance.
- Verifies necessary patient demographic and insurance information.
- Answers telephone, screens calls, takes messages, and provides information.
- Schedules all new patients as schedule warrants.
- Builds new patient files with all the correct patient and Dr. information.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Other duties as needed by clinic management team.

WHAT IT TAKES TO SUCCEED:

- Medium to high level of computer proficiency required.
- Confidence in ability to learn our EMR program quickly
- Knowledge of medical terminology, including ICD 10 and Diagnosis codes.
- Ability to read an EOB (explanation of benefits)
- Must be detail oriented.
- Must be neat, dedicated, eager to learn, able to get along easily with others and can work with an urgency at times.
- Ability to speak Spanish is a plus.

REQUIRED EXPERIENCE: 1+ years of medical office experience.

REQUIRED EDUCATION: High School Diploma or GED

CERTIFICATIONS: First Aid and CPR (preferred but not
                                                     mandatory)

RESUME SUBMISSION DIRECTIONS:

Interested candidates should submit their resumes and cover letters to Kathy Pelletier, Executive Director, by email: kpelletier@childrenstheraplay.org