

Patient Services Representative

Ensure the front desk area is well maintained and organized, with friendly smiles ensuring a productive experience for our patients.

Key responsibilities include, but are not limited to:

- Check in patients upon arrival
- Confirm all patient data is up to date
- Respond to patient needs, requests, and feedback
- Collect payment from departing patient
- Communicate how to use the Patient Portal to schedule future appointments, request a prescription refill, request a referral, etc.
- Keep records of occupied and unoccupied rooms
- Communicate pertinent patient information to designated departments

Qualifications

- Previous experience in customer service, front desk service, or other related fields
- Ability to build rapport with patients
- Strong organizational skills
- Excellent written and verbal communication skills

OUR COMPANY

We have four locations treating illness, injury, & preventative care; as well as urgent healthcare needs. Conveniently open 7 days a week. From X-ray to flu shots, we are there when you need us.

MISSION

To support & promote healthier living to meet the ongoing health related needs for our patients by providing convenient access to quality, professional primary healthcare and related services needed in the community.

PASSION

We value our patients and focus to make their experience at Crossroads Medical Group a wonderful one by creating a productive, friendly, professional and positive atmosphere.