

TITLE: PATIENT ACCESS REPRESENTATIVE/ 2ND DESK

Standard Hours: 40 hours/week
Exempt (Y/N): No
Location: Grand Marais, MN
Supervisor: Patient Access Manager

Sawtooth Mountain Clinic Mission

Sawtooth Mountain Clinic's mission is to provide access to high quality, comprehensive primary and preventive healthcare in Cook County, MN to all users, regardless of financial ability to pay for service.

Sawtooth Mountain Clinic Core Values

We believe that quality healthcare is a right, not a privilege. We are here with you, together through life, dedicated to providing a medical home and medical care that is respectful of you, your family, and your desire to thrive in this community.

Summary:

The Patient Access Representative's role is to initiate warm and efficient patient contact, direct patient communications to appropriate staff, maintain accurate clinic schedules, and execute other duties as needed to support optimal patient care. Strong communication and organizational skills are integral to this role.

Responsibilities are as follows:

- Respond to telephone, in-person, and electronic patient inquiries effectively and appropriately
- Maintain patient accounts by obtaining, recording, and updating personal and financial information
- Schedule patient appointments according to protocols and workflows
- Receive patient payments and respond to billing inquiries
- Maintain an organized and welcoming waiting room and front desk area
- Protect patients' rights by maintaining confidentiality of personal and financial information
- Individual projects and responsibilities according to needs of Patient Access team
- Other duties as directed by the Health Care Home Team, Sawtooth Mountain Clinic Executive Director, and Sawtooth Mountain Clinic Providers

Qualifications:

- Previous work experience in customer service or other related field
- Excellent communication skills, both written and verbal
- Desire to work as an integrated part of a care team
- Knowledge of general office technologies and equipment

Salary: Commensurate with educational background and experience.

Benefits:

- Health, Life, Disability, and Dental insurances
- Paid Time Off
- Retirement

Sawtooth Mountain Clinic, Inc. is an equal opportunity/affirmative action employer.

Employee Signature

Date

Print Name