

Patient Care Liaison Job Responsibilities:

Serves patients by greeting and assisting them; scheduling appointments; maintaining and updating EMR.

Patient Care Liaison Job Duties:

- Welcomes patients and visitors with a warm, cordial greeting either in person or on the telephone; answering or referring inquiries.
- Answers the phone while maintaining a polite, consistent phone manner using proper telephone etiquette.
- Responds to patients', prospective patients, and visitor inquiries in a courteous manner
- Registers new patients and updates existing patient demographics by collecting detailed patient information including personal and financial information
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Calls to confirm upcoming appointments with patients, as needed.
- Facilitates patient flow by notifying the clinical staff of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- Provides a comforting environment by anticipating patients' anxieties, answering questions, and maintaining a neat, clean, and organized reception area.
- Helps patients in distress by responding to emergencies.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information. This includes verifying referring provider and PCP.
- Obtains revenue by recording and updating financial information and recording and collecting patient charges. The Daily Cash Log should be updated at the end of each business day.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; informing clinic director of need for supplies; scheduling equipment service and repairs.
- Protects patients' rights by maintaining confidentiality of personal and financial information. Ensure protected health information ("PHI") is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

Patient Care Liaison Skills and Qualifications:

Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus