

Professional PT, a leading provider of physical, occupational, and hand therapy in the Northeast, is seeking a dedicated and compassionate individual to join our team as a part time Patient Care Coordinator. As a part time Patient Care Coordinator, you will be the first point of contact for our patients and play a vital role in providing exceptional customer service and ensuring a smooth patient experience. Our company is committed to providing high-quality care to our patients and creating a positive and welcoming environment. We value teamwork, respect, and integrity, and are looking for someone who shares these values and is passionate about helping others.

Responsibilities:

- Greet and check in patients, ensuring accurate and complete patient information
- Collect copays and patient balances as needed
- Manage appointment scheduling
- Answer phone calls and respond to patient inquiries or direct them to the appropriate department or healthcare professional
- Collect and update patient information
- Assist with administrative tasks such data entry and maintaining patient records

Requirements:

- High school diploma or equivalent
- Prior experience in a customer service or administrative role, preferably in a healthcare setting
- Excellent interpersonal and communication skills
- Strong attention to detail and organizational skills
- Ability to multitask, prioritize tasks, and work in a fast-paced environment
- Proficient in computer skills and ability to learn new software systems

Benefits:

- Earn paid sick time based on MA sick leave law