

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 Patient Care Coordinator. As a 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 as 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: Monthly performance bonus
Medical, dental, vision insurance
STD/LTD
Hospitalization insurance
Accident insurance
Life insurance
401k with employer match
Employee assistance program
Employee discounts
Employee referral program
Paid time off (PTO)