

Medical Practice Leadership

Client Service Representative

Key Duties

- Provides office support at the front desk within the Hospital, Ambulatory or Surgery Center setting
- Ensures the timely and organized scheduling of patient appointments, patient insurance information
- Data entry
- Provides accurate financial information to clients

Key Learnings

- Customer service, communication, and teamwork skills
- Knowledge on insurance payers and self-pay process
- Clinical systems (Cerner)
- Outpatient practice workflow and patient flow
- Understanding of dynamics between interdisciplinary team in an outpatient setting