

Front Office Coordinator - Lynden

****Rock Star Needed**** ReBound PT OT & Hand Therapy is a busy multi-disciplinary therapy clinic seeking a part-time receptionist/front desk individual who will be responsible for the daily administrative functions of the clinic, acting to support patients while adhering to company policies and standards.

As a medical facility we mandate COVID-19 vaccinations for our workforce and require masks to be worn while in the clinics.

This position may be for you if you are a positive, dynamic, self-motivated, well-organized, task oriented, reliable, dependable, lifelong learner mentality, solution-oriented ROCK STAR who loves the idea of developing scripts and systems for office processes, and for an outstanding patient experience.

This position is NOT for you if you require micro-management, spend more time focusing on problems rather than solutions, engage in office drama and gossip, have no interest in helping patients have a great experience, don't like the field of physical therapy, or are unable to take charge of your environment and role.

This position is approx. 20-30 hrs/week in an established clinic in Lynden, WA. You must be able to work on a few Saturday mornings each year when we offer special events (you will be compensated for this). You will be able to fine-tune your schedule between desires/needs of co-workers.

If YOU are our Rock Star candidate, email your resume to caengels@hinet.org, and put why you think you are the right person in your letter of interest, and put "Rock Star" in the subject line.

Duties may involve all or some of the following:

- Greeting/intake/registration/processing of new and existing patients
- Appointment scheduling
- Insurance coordination/verification
- Collecting patient financial contributions
- Collect and process mail
- Telephone management
- Processing referrals
- Opening and closing tasks
- Transcription
- Track and order office supplies
- Discharge patient files
- Assist clinical assistant, when necessary, with laundry, cleaning rooms and patient management
- Assist with in-house promotion & marketing processes
- Assist therapists when there is no clinical assistant available

We are looking for a qualified, motivated individual with a passion for family medicine who can :

- Communicate effectively
- Provide excellent customer service

- Effectively manage patient flow
- Respond to patient questions and/or concerns in a calm and helpful manner
- Accurately enter and review patient data in the EMR
- Prioritize and multitask on multiple projects with frequent interruptions

Essential Knowledge, Skills and Abilities:

- Ability to establish lasting and effective employee relationships in a team environment
- Proficiency using standard computer and office equipment
- Good spelling, grammar, typing, data entry and phone skills
- Ability to maintain patient privacy and confidentiality
- Ability to adapt to process and procedure changes
- Ability to thrive and grow in a fast-paced, learning environment
- Medical office experience helpful, but not required

We help patients feel better, move better, and stay better without the side effects of medications, injections, or surgery. Our patients are in pain and a friendly, caring front desk greeting them each visit can brighten their day and aid in their recovery process.