

Patient Concierge Job Description

Company: Dougherty Laser Vision
Title: Patient Concierge/Call Center
Reports to: Call Center Manager
Classification: Non-Exempt
Compensation: Hourly

DLV Mission Statement and Values-“Excellent Visionaries- Dougherty Laser Vision will be unsurpassed in our strive for excellence and provide inspiring inner and outer vision for our patients, referring providers, employees, and our world.”

For more than a decade, Dougherty Laser Vision has brought the life-changing benefits of laser eye surgery to Los Angeles and Ventura Counties that include LASIK, cataract surgery, corrective lens implants and other advanced vision correction techniques to people who demand the highest quality care. Located in Ventura County and Los Angeles County, you can visit our offices in Beverly Hills, Westlake Village & Camarillo. We offer a wide range of treatment options, including LASIK, the Visian ICL implantable contact lens and the Crystalens accommodating cataract replacement lens. Our wide range of treatment options ensures that each patient receives the most appropriate and personalized vision correction. Our Director of Human Resources is a key player in assisting the company meet the changing needs of the employees who help maintain the company award winning service.

Minimum Qualification

- Excellent written and verbal interpersonal skills; including the ability to interact with people at all levels of the organization including the executive leadership team is required.
- Excellent customer service skills.
- Comfortable working with Microsoft Office programs.
- Basic computer operating skills.

Physical Requirements

- Ability to sit for a minimum of an eight-hour work day
- Ability to lift 10-15 lbs
- Ability to carry 10-15 lbs
- Ability to stand at events for minimum of 4 hours at a time

Job Responsibilities:

Serves patients by greeting and helping them; scheduling appointments; maintaining records and accounts, answering all inbound calls and outside referrals.

Job Duties:

- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.

- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception/call center area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
- Protects patients' rights by maintaining confidentiality of personal and financial information, HIPPA compliancy.
- Maintains operations by following policies and procedures; reporting needed changes.
- Other Duties include:
 - E-Fax Management and delivery to appropriate employees.
 - Received Outside Post ops- filed A-Z in appropriate binder
 - Received Outside H&P, EKG, etc- filed A-Z in appropriate binder
 - Received Non Urgent Review- Letters from MDS -filed A-Z in appropriate binder
 - Manage pre-appointment chart notes
 - Collect chart notes from referring doctors prior to patient appointment
 - Manage outbound referrals
 - In Management Plus (DLV referred to)- document appropriately
 - Outbound referral binder
 - Follow up with referring OD's and MD's on status of the referral
 - Log all outbound referrals
 - Follow up to ensure letters are received and reviewed by the Dougherty Laser Vision Clinical Director
 - Follow up to ensure patients return to see Dougherty Laser Vision post-outbound referral
 - Update Shared Drive continuously with new outbound referral log
 - Manage dictation letters for Clinical Director
 - Send letters to referring doctors from referred patients within 24 hours
 - Work directly with Clinical Director to ensure letters are completed and sent for all referred patients
 - Medical Records
 - Manage Medical Records
 - Purge and Store Files within 2 Years
 - Keep Records Tidy & Alphabetized
 - Manage Records Release Forms & handle within 24 hours
 - Obtain Dr. Dougherty Signature on all medical release forms
 - Mail patient medical records as needed
 - Create, manage, and maintain medical records release log
 - Taking and posting phone payments towards patients accounts