

**Call Center/Medical Records Representative**

**Job Title:** Call Center Representative

**Department:** Clinical Services

We are looking for a Call Center/Medical Records Representative that will be the liaison between the clinic staff and our current and potential patients. The successful candidate will be able to accept ownership for effectively solving [patient issues](https://resources.workable.com/customer-service-representative-job-description), complaints and inquiries; keeping patient satisfaction at the core of every decision and behavior and processing medical records request.

**Responsibilities**

* Manage large amounts of inbound and outbound calls in a timely manner
* Follow communication “scripts” when handling different topics
* Communicate directly with providers and clinic staff in order to facilitate resolutions for our patients
* Identify patients’ needs, clarify information, research every issue and provide solutions and/or alternatives
* Build sustainable relationships and engage patients by taking the extra mile
* Meet personal/team qualitative and quantitative targets
* Track and identify barriers and issues as they arise
* Triage calls when necessary to determine the best level of care
* Process medical records in accordance with HIPAA guidelines and in a timely manner
* Other duties as assigned

**Requirements**

* Previous experience in a customer support role, preferred
* Previous experience with processing medical records, preferred
* Strong phone and verbal communication skills along with active listening
* Patient focus and adaptability to different personality types
* Ability to multi-task, set priorities and manage time effectively
* High school degree

**Training Requirements:**

* Patient Centered Medical Home Orientation
* CPR certification
* HIPAA Compliance
* OSHA
* Overview of Motivational Interviewing and SBIRT model
* New Employee Orientation
* Annual training reviews
* Trauma Informed Care
* Cultural Sensitivity
* Core Competencies
* Customer Service Excellence
* Quality Improvement
* Other trainings as needed to meet the needs of the organization

\*HCCH provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HCCH complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HCCH conducts background checks on all final candidates. Employment is contingent upon a clear background check or approval of the CEO.

**I have read and understand this job description and certify that I can perform all the essential functions of this job. I have received a copy of the job description.**

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Employee Signature Date

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Supervisor Date