

Position Available at Sawtooth Mountain Clinic

Patient Access Representative – Scheduling Desk



Location: Grand Marais, MN

Hours: 40 hours per week

Primary Purpose:

The Patient Access Representative's role is to initiate warm and efficient patient contact, direct patient communications to appropriate staff, maintain accurate clinic schedules, and execute other duties as needed to support optimal patient care. Strong communication and organizational skills are integral to this role.

Responsibilities:

- Act as primary check-out desk representative, responding primarily to in-person patient inquiries effectively and appropriately
- Maintain patient accounts by obtaining, recording, and updating personal and financial information
- Schedule patient appointments according to protocols and workflows
- Receive patient payments and respond to general billing inquiries
- Maintain an organized and welcoming waiting room and front desk area
- Protect patients' rights by maintaining confidentiality of personal and financial information
- Individual projects and responsibilities according to needs of Patient Access team
- Other duties as directed by the Health Care Home Team, Sawtooth Mountain Clinic Executive Director, and Sawtooth Mountain Clinic Providers

Qualifications:

- Previous work experience in customer service or another related field
- Ability to work in an active and dynamic environment
- Excellent communication skills, both written and verbal
- Desire to work as an integrated part of a care team
- Competency of general office technologies and equipment

Fast Facts:

- Sawtooth Mountain Clinic has amazing benefits including generous Health Insurance, Dental Insurance, 401k, HSA, Life Insurance, Short and Long-Term Disability benefits
- We are located in Grand Marais, MN which was recently voted America's Coolest Small Town and is a hot spot for skiing, hiking, biking, and fishing as well as local and international art and music

Please visit www.sawtoothmountainclinic.org/employment for more information about the position and to access a Sawtooth Mountain Clinic employment application.