



## Patient Navigator

### Qualifications:

- High School Diploma or equivalent
- Minimum one (1) year medical office experience with similar duties of answering phones and taking messages.
- Requires pleasant telephone personality with good written and oral communication skills.
- Ability to interact well with patients and co-workers.

### Job Functions/Responsibilities Include but are not limited to:

- Accept all incoming phone calls to your station (giving your name) and schedule patients correctly for the type of visit requested.
- Ensure the appropriate doctor is scheduled in the approved manner per request.
- Take clear and concise messages and distribute accordingly in a timely manner.
- Retrieve and distribute e-mails and portal messages.
- Retrieve and assign from the fax inbox.
- When scheduling an appointment make sure that ALL information is correct.
- Verify upcoming appointments by e-mail and telephone confirmation.
- Complete keying for patient information in a timely and efficient manner.
- Make physician schedule changes and generate monthly appointment schedule.
- Medical Appointment Scheduling at Main Telephone Console:
  - Responsible for answering telephone in a timely and courteous manner and forwarding calls to appropriate extensions.
  - Responsible for locating doctors both in the office and out of the office.
  - Provide back-up assistance for appointment scheduling or messages if the need arises.
- Will be involved in week end rotation requiring week-end assistance to the front office staff.
- Fax Inbox.
- Other duties as assigned.

**Hourly Rate:** \$21 - 23

**Job Type:** Full-time

**Location:** Fountain Valley Office

### Benefits:

- Health, Dental, Vision, Life Insurance
- 401k plan with generous match
- End-of-Year Bonus
- Referral Program
- PTO