



MEDICAL CALL CENTER REPRESENTATIVE

Rockland County, NY

Northeast Orthopedics and Sports Medicine has several Orthopedics practices in Rockland, Orange and Westchester counties. We currently have an exciting opportunity as a **Medical Call Center Representative** based in our Rockland County NY medical office.

Specific duties and responsibilities

- Make/cancel/reschedule appointments
- Triage phone calls
- Transfer calls to appropriate personnel/department
- Complete patient registration in EHR
- Ascertain correct appointment type/appropriate physician
- Confirm status of wc/nf claims
- Confirm appointments
- Send tasks to staff/physicians
- Take ER/Hospital consult calls
- Fax items for patients: MRI, RX, Office notes
- Cross train in Check In/Out Reception roles

Experience Required

- Must have a minimum of 3 years healthcare experience in a fast paced medical office
- HS degree or equivalent
- Spanish is a plus
- Must have excellent communication and listening skills
- Ability to multitask, i.e. manage telephone and computer
- Ability to work independently with little supervision
- Must be a team player

We offer competitive hourly rate, health insurance medical, dental, vision, additional voluntary plans, 401K, parental leave, paid PTO.

Interested candidates should email their resume with desired hourly rate to mgarabed@neosmteam.com.

NEOSM is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.