

## Open Position

**Title:**                   **Call Center Agent**

**Supervises:**   **N/A**

### **Who We Are:**

Skagit Radiology Inc., P.S. is dedicated to providing patients and physicians with advanced, sub-specialized expertise and the highest levels of excellence in radiological services. Our staff incorporates the latest technology in medical imaging and image-guided therapy into cost-effective clinical practice. We actively maintain a leadership role in providing these services to the medical community and collaborate with other health care providers to continuously improve patient care. Our shared values include mutual respect, teamwork, superior service, professionalism and confidentiality.

### **Job Summary:**

Skagit Radiology Inc. P.S. is looking for an experienced Call Center Agent with a scheduling background in diagnostic imaging. Under supervision of the Call Center Lead and Regional Imaging Center Manager, this position provides exceptional customer service while answering telephone calls, assisting referring providers, transferring calls to appropriate radiologists and scheduling patient appointments, as well as performs various billing duties as assigned.

### **Specific Duties & Responsibilities:**

- Demonstrate knowledge of the principles of growth and development over the life span and can identify each patient's requirements relative to his/her age-specific needs.
- Answer phones, relay incoming calls to appropriate parties, and assist providers by reaching the correct radiologist to answer clinical questions.
- Schedule appointments and coordinate interpreter services for scheduled appointments.
- Make reminder appointment phone calls and provide accurate directions to patients.
- Coordinate medical records requests, attorney requests and orders from referring providers.
- Perform exam pre-authorization and insurance verification services.
- Register patients in the billing system.
- Relay urgent results from radiologists to referring providers and create appropriate documentation.
- Perform some clerical duties such as filing, typing, opening and going on courier runs, as well as ready patient letters, reports, and other correspondence from mammography reporting and tracking systems.
- Provides back up to Clinic Front Desk, Billing Front Desk and Registration when needed.
- Keep track of office supply inventory and communicate with person ordering when needed.
- Attend meetings as required.
- Must have demonstrated ability to interact positively with supervisors, peers, co-workers, subordinates, patients and visitors.
- Perform other duties as assigned.

### **Required Education, Training & Experience:**

- High School diploma or GED.
- Previous experience with hospital/clinic scheduling, preferably in diagnostic imaging.
- Previous experience with hospital/clinic billing.
- Previous experience in a busy physician practice preferred.
- Previous medical records experience a plus.
- EPIC software experience a plus.
- Bilingual in English/Spanish a plus.

**Required Knowledge, Skills & Abilities:**

- Knowledge of medical terminology.
- Knowledge of healthcare insurance procedures.
- Knowledge of proper imaging billing practices.
- Knowledge of Continuous Quality Improvement principles.
- Strong organizational, interpersonal, communication, and problem solving skills.
- Proficient in Microsoft Office and Radiology information system applications.
- Ability to apply written guidelines and standardized work practices, identify problems and communicate clearly.

**Physical Demands and Work Environment:**

*The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Requires full range and finger dexterity with hand-eye coordination for operation of all department equipment.
- The employee is regularly required to talk and hear.
- Primarily sedentary work. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.
- Operate a variety of computers, telephones and related equipment including personal computers, printers, interfacing hardware, and software packages.
- Most work is accomplished indoors and in air conditioned or well ventilated facilities within an office or cubicle space, equipped with a telephone and computer.

If this sounds like you, please submit your résumé and a cover letter explaining why you are interested in this position via email to [careers@skagitradiology.com](mailto:careers@skagitradiology.com). The position is open until filled. No phone calls please