

## **Patient Care Representative (PCR)**

As a patient care Representative, you have an array of activities related to patient intake and care. You should be able to work in a fast – paced environment that promotes customer service. Position is full-time (M-F: 8am-5pm), \$12.00 - \$15.00 per hour. Pay will be determined by experience with 80 hours PTO after 90 days and several paid federal holidays annually. No insurance benefits available.

### **Roles & Responsibilities:**

- Greeting and directing patients
- Assist in scheduling patient appointments
- Make reminder calls, inform patients about upcoming appointments, payments, paperwork, etc.
- Obtaining patient's demographics and insurance
- Answering incoming calls, redirecting, and returning voicemails
- Completing daily tasks for providers
- Checking insurance benefits
- Updating annual forms upon check in
- Taking and processing cash, credit cards, and checks
- Performing administrative duties such as scanning, copying, filing paperwork, mail services, etc.

### **Qualifications and/or Work Experience Requirements:**

- High School Diploma or an Equivalent combination of education and experience preferred.
- Must pass a mandatory criminal background check

### **Preferred skills:**

- Strong understanding of office procedures and protocol.
- Requires critical thinking skills, decisive judgment.
- Able to work in a stressful Environment.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers.
- Excellent Computer Proficiency (MS Office – Word, Excel, Outlook, Teams)

If you are interested in joining our group, please email your resume to:  
[abonning@nnhidaho.com](mailto:abonning@nnhidaho.com)