

Clinical Task Coordinator

Tri-City Pain Associates
San Antonio, TX 78232

Job details

Job Type: Full-time

Shift & Schedule: 8-hour shift, Monday to Friday

Qualifications

- High school or equivalent (Required)
- Medical Assisting: 1 year (Preferred)
- EMR systems: 1 year (Preferred)
- Medical Assistant certification (Preferred)

Full Job Description

Tricity Pain Associates P.A. is a Texas based, multi-site comprehensive pain management company with an opening in our San Antonio location. We are looking for a talented professional who can support the business and help us achieve our strategic objectives. Tricity Pain Associates P.A. is an Equal Opportunity Employer.

We are seeking individuals to act as Clinical Task Coordinators that will interact with patients by addressing inquiries and resolving complaints, providing a high level of customer support on clinical questions and are able to multi-task in a fast-paced environment. In collaboration with the direct care clinic providers and staff, the Clinical Task Coordinator provides excellent customer service by:

- Interacting with clinical staff regarding questions involving care
- Handling issues with medication refills, obtaining necessary approvals so that patients obtain medication in a timely manner
- Answer questions regarding pre and post operative procedures
- Schedule patients when necessary.
- Obtain prior- authorizations as needed
- Be solution oriented when handling patient complaints
- Communicates effectively with Clinical and Non-Clinical Team members
- Must have a strong understanding of medical terminology
- All other duties as assigned

Qualifications and Education Requirements

- High school graduate required; some college preferred
- Medical Assistant certification a plus
- Outstanding verbal and written communication skills
- Excellent customer service skills
- Experienced in working with an EMR
- Solution oriented
- Ability to recognize and prioritize all types of issues

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account

- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Referral program
- Vision insurance

Schedule:

- 8-hour shift
- Monday to Friday

Education:

- High school or equivalent (Required)

Experience:

- Medical Assisting: 1 year (Preferred)
- EMR systems: 1 year (Preferred)