



Tallahassee Orthopedic Clinic  
*The Team Behind the Team*

## Patient Access Specialist

<b>POSITION SUMMARY</b>
Provide high quality service to patients, physicians, and medical staff in the form of scheduling appointments. Work is conducted remotely, outside of a traditional office environment. Must be able to perform work at a dedicated work space with limited interruption or distraction, and high speed internet capability.
<b>ESSENTIAL FUNCTIONS</b>
<ul style="list-style-type: none"><li>• Perform a variety of scheduling duties via telephone, fax, and health information exchange</li><li>• Answer incoming phone calls</li><li>• Coordinate and confirm appointment times</li><li>• Answer patient questions and directing calls and messages to the appropriate personnel</li><li>• Obtain proper documentation for appointments</li><li>• Maintain patient confidence and protect operations by keeping information confidential</li><li>• Report to the office location, as needed</li><li>• Perform other responsibilities associated with this position as deemed appropriate</li></ul>
<b>GENERAL COMPETENCIES DESIRED</b>
<ul style="list-style-type: none"><li>• Self-motivated, with the ability to work independently, with minimal supervision.</li><li>• Excellent organizational, communication skills, telephone, and exceptional customer service skills.</li><li>• Ability to interact effectively with patients and co-workers and possess excellent listening and interpretive skills.</li><li>• Ability to be comfortable in learning and using digital tools.</li><li>• Ability to work in a fast-paced environment, remaining calm and helpful under pressure and emergency situations.</li><li>• PC skills required with a typing speed of approximately 35 wpm.</li><li>• Good problem solving skills required in order to maximize effectiveness and efficiency of job duties</li></ul>
<b>PHYSICAL DEMANDS</b>
Requires frequent standing or sitting for prolonged periods of time. Requires eye-hand coordination and manual dexterity necessary for operation of basic office equipment such as computer terminal and telephone. Requires use of the telephone. Requires hearing and eye sight in normal acuity range. Requires ability to work quickly under high stress with patients who are irritable or confused.
<b>CREDENTIALS DESIRED</b>
Must have a high school diploma or equivalent education and at least one year experience in a medical setting or customer service field.