

## Patient Care Coordinator

**Our award-winning multidisciplinary clinic is looking for a Patient Care Coordinator to join our growing team.**

Can you connect with strangers on the phone and in person? Do you love getting to know people and building meaningful relationships? Are you a self-starter who's goal oriented and can complete tasks with little to no direction? Do you embrace change and believe in lifelong learning? If so, we want you to join our team.

As our Patient Care Coordinator, you'll be in charge of increasing our clinic's referral conversion rate by helping people make better decisions about their health. You'll be responsible for the successful growth of our award-winning clinic and act as the glue that holds our dynamic healthcare team together.

We're Royal Treatment Therapeutics, a physiotherapy, acupuncture, chiropractic, and massage therapy clinic in South Burnaby. Our team is passionate about outstanding patient care and it shows. We've got an incredible reputation in the community and our clinic is growing rapidly. If you love helping others, we have an abundance of great people waiting for you to serve them.

As huge believers in education, we'll provide plenty of training and coaching so you have the tools you need to succeed in this role. You'll also be given your own key objectives and outcomes so you have a clear roadmap to success. Finally, we offer a competitive compensation package with extended health benefits, flexible work hours, and staff discounts.

### **Responsibilities**

- Drive referrals by effectively communicating the benefits of our services to potential patients
- Independently handle conversations with patients on the phone, over email, and in person
- Limit drop-offs by making regular reactivation phone calls to patients who have failed to show up for appointments or complete care plans
- Provide outstanding patient care through welcoming, enthusiastic, and professional service
- Responsible for patient appointment scheduling, insurance verification, creating new patient files, and maintaining patient records
- Scan and file patient documents, while ensuring all information is complete and accurate
- Responsible for financial operations including payment processing and controlling credit extended to patients
- Monitor supply stocks and place orders when necessary



- Measure patients for compression socks and place orders to the supplier
- Maintain cleanliness of the reception area and undertake other housekeeping duties as required

### **Skills and Experience**

- 1-2 years of administrative experience is preferred
- Completion of secondary school – a university or college degree is an asset
- Experience connecting with people and building relationships over the phone
- Customer service oriented with a genuine interest in getting to know people
- Professional and effective communication skills, including written, verbal, and nonverbal
- Ability to prioritize and execute multiple tasks in a fast-paced environment
- Strong computer skills with experience using email, Microsoft Office, and Windows operating systems
- Must enjoy working in a collaborative team environment

### **Hours**

32 to 40 hours a week. Evening and weekend availability is a must.

### **Why Work with Us**

- Competitive compensation package
- Vacation and statutory holiday pay
- Excellent benefits package including health, vision, dental, and life insurance
- Staff discounts
- Flexible work schedules

Interested in this opportunity? Please send your resume and cover letter to [Rebecca@RoyalTreatmentTherapeutics.com](mailto:Rebecca@RoyalTreatmentTherapeutics.com)