Patient Services Representative/Medical Assistant

Since 1953, the physicians and staff of the Northeast Georgia Diagnostic Clinic have been dedicated to providing compassionate, innovative, high quality healthcare to the adult population of Gainesville and the surrounding communities of the Northeast Georgia region. NGDC is recognized as a Level 3 Patient-Centered Medical Home by the National Committee for Quality Assurance. Learn more about our multi-specialty clinic at www.ngdc.com.

We offer a great working environment, competitive pay, benefits package and unmatched work/life balance.

**Job Summary:** Responsible for performing a variety of administrative duties for physicians and other members of the clinic; often has phone contact or direct contact with patients and other clients of the Clinic.

**Description of Essential Functions:**
- Books, coordinates and reschedules patient’s appointments
- Relays necessary messages to staff via the Electronic Medical Records System or appropriate avenue.
- Maintains and updates current information on physician’s schedules ensuring that patients are scheduled properly.
- Prepares and processes correspondence between patient and provider.
- Answers routine medical inquiries from patients.
- Answers telephone, screen calls, takes messages, and provides information.
- Obtains, verifies, and updates patient information.
- Assists pod staff with EMR tasks and rooming procedures.
- Requests, sends and receives patients’ medical records.
- Performs secretarial/clerical duties in a medical group including sorting/distributing faxes and opening/distributing mail.
- Follows established guidelines and protocols to deliver safe, patient-centered, compassionate, competent care.
- Demonstrates excellent customer service skills to provide exceptional patient and family experience.
- Ability to work collaboratively with peers in a team-based care environment.
- Ability to work with a diverse patient/family population.
- Maintains complete, accurate, and timely clinical documentation.
- Participates in performance improvement activities and meeting clinic/departmental goals.
- Maintain strict patient confidentiality

**Required Qualifications:** Minimum two years of working experience in physician’s office setting and knowledge of medical terminology. Minimum two years of working experience with an Electronic Medical Records system.

Please provide salary requirements. We appreciate the interest of all applicants, however, only those selected for an interview will be contacted. No phone calls please. NGDC keeps all applications on file for ninety days. Applicants may apply in person, by fax (678) 450-3630, or email careers@ngdc.com.

Northeast Georgia Diagnostic Clinic is an equal employment opportunity employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.