



LA Health Solutions

Chiropractic Therapy Tech, Front Desk Clerk, Patient Coordinator Job Description – FLOAT

Progressive chiropractic practice focused on providing the community with specialty chiropractic care. Our practice is a full-service provider of comprehensive bone, joint, and muscle care. Our goal is to continue our mission in providing our patients with the highest level of care and compassion they deserve in a personalized setting.

We are looking for a professional, service-oriented team player to join our very busy chiropractic practices as a GNO Area Floater position. As a full-time Chiropractic Therapy Tech, Front Desk Clerk and Patient Coordinator, you will play an essential role in creating a welcoming and supportive environment. Candidates must be able to coordinate and track a variety of details to provide a seamless patient experience.

The ideal candidate will have an excellent work ethic, be a quick learner, enjoy multi-tasking and staying organized, be flexible, and understand the importance of a positive, courteous and a professional attitude in the workplace. Great attention to detail and clear communication with patients are essential.

If you possess these qualities, please read on. Below is the job description:

General Summary: A non-exempt, direct patient care position responsible for patient care management and executes administrative and clinical procedures. Competence in the field also requires adherence to ethical and legal standards of professional practice, recognition and response to emergencies, and demonstration of professional characteristics.

Essential Job Responsibilities:

- Assist the doctors with various therapies and examinations
- Prepare treatment rooms for patients
- Control the flow of the office by directing patients to the appropriate areas of the clinic
- Instruct and supervise treatment protocols
- Administer therapies including cold laser, cervical and lumbar decompression, electrotherapy, ultrasound, rehab exercises, and hot/cold therapeutic instructions
- Communicate well with doctors, technicians, and office staff to provide pertinent patient information
- Contributes to team effort by accomplishing related results as needed.
- Must exercise utmost diplomacy and tact to provide excellent customer service for patients; Practices confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.
- Uses customer service principles and techniques to deal with patients calmly and pleasantly.
- Greets patients and visitors and assists them as appropriate. Phones or pages employees to meet visitors, directs visitors to appropriate waiting areas, and appropriately and courteously screens solicitors for relevance to organization needs.
- Explains financial obligations to the patients or responsible parties and collects co-pays and balances as required.
- Communicates daily scheduling changes to clinical staff.
- Registers and updates patients' personal information.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Assesses client needs and schedules appointments accordingly; maintains a full schedule and effective patient flow; and makes appointment confirmation and recall reminders.
- Interviews patients, measures vital signs, and other pertinent information as required by department. Records information in patient's medical record.

- Preps physicians' schedules/charts for eligibility days in advance.
- Performs medication review and reconciliation. Notes allergies as well as verifies medications patient is currently using. Medications patient has discontinued are recorded in visit notes.
- Daily and Monthly Logs
- X-ray submission and printing
- Assists in patient education by providing informational pamphlet and after care instructions, and/ or after visit summary as instructed by the Clinician or according to Company Policy.
- Gathers appropriate documents and signatures necessary to assist the Clinician in making treatment decisions.
- Records lab/radiological test results (may include outside medical records) via telephone or computer and ensures that those results and related reports are with the patient's medical record at the time of the patient's visit.
- Relays Clinician instructions/orders to pharmacy, patients, and other entities via computer, phone, fax, or mail.
- Contributes to team effort by accomplishing related results as needed.
- Must exercise utmost diplomacy and tact to provide excellent customer service for patients; Practices confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.
- Uses customer service principles and techniques to deal with patients calmly and pleasantly.
- Other duties as assigned.