



Intake Specialist

Job Posting

The Intake Specialist is responsible for providing efficient and courteous customer service to patients and providers participating in both Pathways Palliative care and Niagara Hospice to include taking referrals, data entry, scheduling appointments, providing patient phone support, and follow up communication with the case managers.

Duties and Responsibilities

- Provides courteous customer service to Pathways and Niagara hospice patients and their representatives.
- Provided patients with information on hospice and palliative care.
- Communicate to the Director of Admissions potential patients who call with a change in their condition.
- Assist with the remote patient monitoring system and minor trouble shooting when necessary.
- Coordinating activities between patients, providers, and any other parties relevant to the healthcare to the patient.
- Be the advocate to our members and patients.
- Communicate with physicians and other health care professionals, internal & external, verbally, in writing, via facsimile or approved electronic method.
- Handle incoming and outgoing phone calls for team and follow through as needed.
- Document patient information accurately in the patients EMR and record and other required platforms and file in a timely manner.
- Participates in regularly scheduled chart audits.
- Works to resolve complaints or refers to the appropriate staff.

Qualifications

- High School diploma or equivalent
- Knowledge of medical terminology
- Knowledge of customer service concepts, techniques and etiquette
- Excellent verbal and written communication skills
- Bilingual (English/Spanish) is a plus
- Knowledge of computer programs, spreadsheets and applications

If you have an empathetic approach to helping others and making a difference, we invite you to apply. Visit us at NiagaraHospice.org. Please apply online at www.niagarahospice.org/careers. EOE