



Patient Care Coordinator at an Independent Hearing Care Clinic

At Accurate Hearing NS, this isn't just a "job." It's an opportunity to be part of a locally respected and passionate team that has built a reputation as the most caring, trustworthy, and experienced hearing care specialists in the Halifax Region.

We are now seeking somebody that wants to join our team as a Patient Care Coordinator, show us the commitment that we'll show them, and be part of shaping our future.

Although your experience plays a key role in this process, your personality traits and attitude are the number one priority. If this is how your co-workers and friends would describe you, then we may be the ideal match:

- Happy, smiles a lot, positive attitude, always a pleasure to be around.
- Friendly, warm, a people person – and comes across the very first time you meet someone, even on the telephone.
- Patient, compassionate, helpful – especially with older people. Even temperament, calm, always pleasant, unflappable. Has a knack for being able to turn a frown into a smile.
- Committed, dedicated, a great teammate, pitches in without being asked, puts team accomplishments ahead of individual accomplishments.
- Accurate, detailed, gets things right, double checks their own work, makes very few mistakes.
- Owns it: Accepts responsibility, credits others for successes, and accepts responsibility for failures. Always finds a constructive way to solve a problem.
- Coachable, doesn't get defensive, accepts feedback with a positive attitude. Always looking for ways to grow and improve.

These statements also describe the people you will be working alongside.

We have spoken above about whether you are the right fit for this role and you are still reading this, which indicates that you have the personality traits and attitude that we are looking for. So, let's now look at the specific duties of the role.

As a Patient Care Coordinator, the right candidate will play a critical role in helping deliver patient success.

You will play a vital role in the clinic by helping patients to secure appointments, helping our hearing care specialists to be best prepared, and delivering the concierge service that we have built our reputation upon as patients walk through the door.

We have a big belief that is echoed throughout the team. **Although it may be "all in a day's work" for us, it is a life event for them.** Your job will be to ensure that this is felt by them when they walk through the door.

Duties include:

- Managing internal phone calls to schedule patients' appointments (this is not simply finding available dates/times ... this is having empathy toward the patient, helping guide them toward an appointment, and ensuring they feel confident/reassured).
- Managing the schedule of your hearing care professionals to ensure that new patients can access appointments, existing patients continue to receive high levels of care, and the day-to-day operations run as smoothly as possible.
- Ensuring the hearing care professionals are best prepared for appointments with relevant notes/information to maximize the patient experience.
- Welcoming patients as they arrive, greeting them like they are the most important person in the world, and delivering a service that has them feeling part of our "family."
- Being instrumental to the ordering process of hearing devices, parts and repairs, building great relationships with our manufacturer partners, and managing timelines.

If the above sounds like the kind of role that you have been waiting for, at the type of business that you want to be part of, then here is what we are looking for from you:

Education & Experience

- High school diploma.
- Diploma in Office Administration or equivalent experience.
- Experience in a healthcare or medical office setting preferred.
- Experience with insurance, WCB, VAC billing, or online claims an asset.
- Experience using office management or CRM systems.
- Intermediate proficiency in Microsoft Office (Excel, Word, Outlook, PowerPoint).
- Comfortable communicating by phone.
- Ability to be bonded.

Since you are still reading this, then you must like the sound of our culture, believe you are the right personality fit for the role, and have the experience/qualifications that we are looking for.

So, let's discuss the remuneration and benefits of being part of this journey.

The starting pay is \$20/hr with potential increases and three, six and 12 months, and includes a career path that can lead to growth opportunities for individuals that seek development, growth, and further responsibility.

Additional benefits include:

- Your birthday off, with pay
- Group Insurance including health and dental (a 3-month waiting period applies)
- Educational Opportunities for personal and professional development

If you believe that this is the right fit for both you and us, then we would love to talk.

Please send your resume as well as any additional information that you believe will make you stand out and capture our attention to patientcare@accuratehearing.ca. Include the words "Patient Care Coordinator – Lower Sackville" in the subject line. We very much look forward to hearing from you.