

## **Next Level Urgent Care, LLC**

**Job Title: Clinical Communications Advocate-Call Center, LVN/RN**

**Department:** Clinical Administration

**Reports To:** Communication Director

**FLSA Status:** Non-exempt

**Index Number:** 90.021

**Last Modified:** 2019-05-30

### **Purpose:**

The primary purpose of the Clinical Communications Advocate, LVN/RN position is to provide and coordinate a variety of tasks associated with patient and customer service. The LVN/RN is expected to use clinical knowledge, within the scope of practice, to answer clinical questions and alleviate calls transferred to providers. The Clinical Communications Advocate, LVN/RN will be handling all inbound calls during the hours of 8:30am to 9pm.

### **Job Duties and Responsibilities**

- Answer inbound calls for all clinic locations, as well as promptly responding to email inquiries.
- Advises patients of available services.
- Schedule patient visits to appropriate clinic locations and communicating pertinent information regarding their appointment and preparation.
- Ensures all customer inquiries, whether by phone or email, is documented and transmitted in a concise and timely manner, when applicable.
- Ensures customer satisfaction is obtained by answering questions, resolving issues and using proper phone etiquette.
- Responsible for the security and confidentiality of medical records by following HIPAA protocol.
- Other duties as assigned.

### **Desired Qualifications**

- Minimum of two years of LVN or RN experience in an Urgent Care or Emergency setting.
- The ability to handle large call volume.

- Knowledge of personal computers and various software programs (Microsoft Office, Centricity).
- Clear verbal communication skills.
- Outstanding customer service skills.