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**The
Red Carpet Concierge
Physician**

Medical Concierge

Responsible for creating an amazing, positive patient experience through patient acknowledgment and assistance in clinics. The Red Carpet Medical Concierge position includes a rotating schedule and week-end shifts. There is no guarantee of hours or locations. This person will be visible at the front desk 85+% of the time and is responsible for the overall patient flow through the clinic and marketing activities for the clinic.

Operations:

- Ensures the smooth operations of the clinic with the goal of a positive patient experience with every encounter. Greets patients with a smile and assists them through the registration process.
- Extends a warm and caring approach to all our patients with a respect for the diversity of all patients
- Keeps patient informed of wait times and manages visit expectations
- Helps patients navigate the store and escorts patients to pharmacy counter
- Prepares patients, in exam room, for the NP/PA to facilitate center patient flow, including:
- Collects and verifies all pertinent demographic data including insurance information, identification, and applicable consent forms and scans them into the EMR.
- Informs patients of any applicable co-pay and forms of acceptable payment. Performs eligibility checks by using on-line or telephonic methods as needed.
- Assists in maintaining center cleanliness by cleaning exam rooms before and after patient use and at the end of the day and other duties as needed
- Maintains a clean and welcoming appearance of the Take Care Health Clinic, assists in daily cleaning activities
- Stocks centers with needed supplies for patient care
- Facilitates timely closings of clinics and follows closing procedures
- Performs other duties as determined by the Assistant or Lead Nurse Practitioner

Quality Care:

- Performs administrative clinical tasks and activities as delegated to ensure quality care is delivered and patient safety is maintained
- Assists Providers with processing documentation related to patient care
- Assist with patient concerns/immediate patient care needs immediately to the Provider on duty in the clinic
- Monitors patient waiting area for cleanliness and safety issues

Customer Service/Marketing:

- Cross-sells services (ex: flu-shots, vaccines, sports/camp physicals)
- Disseminates marketing materials
- Responsible for day-to-day marketing activities in the store, including generating customer awareness and employee awareness of services and offerings
- Key member of local marketing council
- Team Building:
- Participates in a collegial fashion with all colleagues
- Attends scheduled orientations and participates in ongoing training as required
- Effectively communicates team needs to Lead Nurse Practitioner to deliver superior service to our patients
- Embraces all culture, commitments and company vision
- Fosters positive relationships with managers and staff
- Additional duties as assigned

Position Qualifications:

- Must have a desire to make a positive difference in every patient's life by providing exceptional patient care.
- High School diploma/GED required, college degree with emphasis in Marketing, Service/Hospitality preferred
- Experience delivering exceptional customer service (1 or more years of demonstrated customer service experience preferred)
- Comfortable navigating web based applications, sites; ability to troubleshoot basic computer issues, knowledge of Microsoft Office products
- Completed TB test, and Hepatitis B vaccination prior to hire
- Warm, friendly personality a must

Work Environment:

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of the job, the colleague will be required to meet the demands of the following requirements: sit, stand, talk and hear. In addition, the colleague must have the ability to:

- Work a 12 hour shift
- Sit up to 6-8 hours/day
- Stand up to 4-6 hours/day
- Bend to reach supplies/materials occasionally
- Reach with hands and arms in excess of 20 inches frequently throughout the day
- Reach to elevated supplies/materials, occasionally to heights of 72-75 inches, and regularly to heights of 55-65 inches
- Use a step-stool, as necessary, to reach elevated materials
- Lift materials up to 10 pounds frequently, up to 20 pounds occasionally
- Grasp patient diagnosis tools
- Key information into a computer workstation

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CEO

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