

## Exciting Front Desk Opportunity

We are launching a groundbreaking clinic that has the potential to revolutionize patient care, improve outcomes along with significant financial success. The Day Clinic is a pioneering ambulatory care model focused on transforming heart failure management by offering a clinic-based alternative to hospitalization. Our clinic culture is defined by one powerful word: compassion. We are building an environment where every action—from delivering evidence-based care to empowering patients and caregivers—aims to make a meaningful, positive difference in the lives we touch. This is a place where staff feel fulfillment, agency, and the satisfaction of leading transformative change in heart failure care.

We are seeking an enthusiastic and highly organized Front Desk team member to be the welcoming face and efficient hub of our innovative clinic. The ideal candidate will embody our clinic's culture of impact by ensuring every patient interaction, from the initial phone call to departure, is seamless, delightful, and respectful. This role is crucial in minimizing friction for patients and referring providers and setting the tone for an exceptional care experience.

### Key Responsibilities:

- **First Impressions & Patient Welcome:** Serve as the primary point of contact for all patients and visitors, providing a warm, friendly, and empathetic welcome, both in person and over the phone.
- **Scheduling & Appointment Management:** Efficiently manage patient scheduling, appointment confirmation, and rescheduling to ensure optimal clinic flow and patient convenience.
- **Registration & Information Gathering:** Provide concierge support guiding patients through the registration process.
- **Insurance Verification & Financial Coordination:** Proactively contact insurance providers to confirm service coverage and explain financial details to patients.
- **Referral Process Management:** Minimize friction in the referral process for referring providers and assist with timely communication.
- **Patient Communication & Education:** Clearly explain clinic details and provide patients with preparatory information, such as educational materials to review ahead of time, to ensure they are well-prepared for their visit.
- **Problem Solving & Support:** Actively listen to patient needs and resolve issues striving to find solutions or connect patients with someone who can assist..

- **Maintain Clinic Environment:** Ensure the waiting area and reception space are welcoming, and comfortable, contributing to a positive patient experience.
- **Administrative Support:** Provide general administrative support to the clinic team, empowering them to deliver the best possible patient care.
- **Copay Collection:** Accurately collect copayments and other patient balances.

#### **Qualifications:**

- High school diploma or equivalent required; associate's or bachelor's degree preferred.
- Proven experience in a front desk, or patient service role, preferably in a medical or healthcare setting.
- Exceptional customer service skills with a demonstrated ability to create positive and delightful experiences for patients and their families.
- Strong organizational skills and attention to detail, particularly with scheduling, registration, and financial processes.
- Proficiency in medical office software and electronic health records (EHR) systems.
- Excellent verbal and written communication skills.
- Ability to handle sensitive patient information with discretion and maintain confidentiality.
- A proactive and helpful attitude, always seeking to support patients and colleagues.
- The ideal candidate would be located in (or willing to move to) the greater Washington DC/Baltimore area.

#### **What We Offer:**

- Salary range of \$30,000 to \$41,600.
- Health, Employer matched 401k, Paid-Time-Off, CME Stipend.
- A collaborative and innovative work environment.
- The chance to contribute to transformative change in healthcare delivery.
- Competitive salary and benefits package.
- Opportunity for professional growth and development.

If you are a highly motivated and forward-thinking individual with a passion for healthcare innovation, we would love to hear from you. Please email [ryan@mydayclinic.com](mailto:ryan@mydayclinic.com) with your CV and a short note (<500 words) on why you'd be a fit for this job.