

## Patient Access Representative (Full-time)

Location: Anderson

### Why Join CIO?

Central Indiana Orthopedics has been proud to serve central Indiana for over 70 years. With offices in Muncie, Anderson, Marion and Fishers, CIO strives to be a trusted and preferred provider of orthopedic healthcare services for the communities we serve. Providing excellent orthopedic care while treating all people with dignity and respect is the core of who we are and what we do on a daily basis.

Employees enjoy a team environment with a focus on balancing their commitment to work life and home life. Additionally, eligible employees have access to excellent benefits which include:

- Consistent work schedules with no nights, weekends or major holidays
- Accrued paid time off
- Health, Dental and Vision insurance plans
- Company-provided life and long-term disability insurance
- A robust 401k retirement and profit sharing plan

### What You Will Do?

The Patient Access Representative is responsible for gathering, verifying, and inputting patients' past medical, surgical, family and social histories, recording allergies and medications, and interviewing patients regarding the reason for the visit in an accurate and efficient manner over the phone prior to the patient's appointment or procedure. Individuals in this role will update the patient record with a high degree of accuracy and timeliness.

- Pre-registers patients prior to appointment or procedure over the telephone, which includes obtaining accurate history, including family and social histories, allergies, previous surgeries, medications, etc. and accurately and efficiently recording in the patient record.
- Updates information and maintains permanent record of patient accurately and efficiently.
- Answers patient questions and inquiries regarding appointments and procedures as appropriate.
- Maintains a consistent level of patient contacts consistent with communicated departmental goals.

### What You Will Need:

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

Minimum high school diploma or GED required. Completion of a Medical Assisting program preferred. Certification as a Medical Assistant by the American Association of Medical Assistants or a similar organization preferred. One to two years' professional experience in a clinical setting preferred.

Interested in joining our team? Please visit our [Careers portal](#) and create an account to submit your resume and information. If you have any questions, please contact [hr@ciocenter.com](mailto:hr@ciocenter.com).