

Patient Services Representative (Phone Operator) (Full-time)

Location: Muncie

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 Services Representative is responsible for answering and routing calls appropriately, and providing routine information to the general public in a professional, efficient, and pleasant manner. Individuals in this role also will schedule, reschedule and cancel appointments for patients.

- Answers, evaluates and routes incoming calls appropriately and timely.
- Schedules accurate appointments utilizing event codes and accurately utilizing auto search scheduling.
- Responds to general public, providing general clinic information.
- Answers and responds to emergency calls according to established procedures.
- Communicate information with answering service and physician offices and understands and communicates physician call schedule.
- Assists with scanning documents, processing medical records requests, and burning CDs as requested.

What You Will Need:

Education, Experience and Certification/License Requirements

Minimum high school diploma or GED required. At least six months of previous telephone operations experience, ideally in a clinic setting, is preferred. Knowledge of medical terminology is preferred. Excellent computer and customer service skills are required.

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.