



## Member Experience Ambassador- Petoskey, Michigan

### Table Health

Table Health is a Direct Primary Care medical practice (where patients pay for services through a membership and insurance is not utilized) and our mission is to redefine healthcare through transparency, authenticity, and value.

### Purpose and Personal Qualities Required

This is a full-time position Monday - Friday from 8-4.

- You greet each client with warmth, empathy, and compassion by putting yourself in the patient's shoes.
- You are a patient and provider advocate, assisting in communication and helping both achieve treatment goals.
- You are an excellent communicator - with the provider, other staff members, and patients.
- You have an eye for detail, are organized and efficient, and are solution-based.
- You have the foresight to see and solve problems.
- You know and carry out the values and mission of this team.
- You learn who each practitioner is, their scope of practice, and their ideal client.
- You know services, products, and the goings on of the clinic.
- You know the entire flow of the new patient and every appointment thereafter.

### Job Duties Include

- Fielding phone calls - scheduling appointments, enrolling new patients, triaging medical needs, communicating with vendors, hospitals, other offices, and professionals.
- Managing multiple provider's schedules
- Manage incoming communication in a timely and efficient manner - patient portal, mail, email, EHR
- Greet patients
- Check patients out - take payment, schedule return visits, manage any patient needs
- Create, share, and display documents, charts, and protocols as needed in office space
- Assist event coordinator with tasks related to events
- HIPAA officer, OSHA officer, COVID officer, and Safety officer
- Manage vaccine storage and handling
- Assist and support physician with medical procedures

### Skills

- Medical experience as a Medical Assistant, Medical Receptionist, or as a medical professional
- Ability to learn and efficiently use EHR and other applications in a timely manner
- Proficient in Google Suite, able to navigate a Mac or PC with ease, quick technology learner
- Excellent communication skills - The ability to successfully exchange information/ideas/emotions by speaking, writing, or using other communication applications such as email, slack, and an EHR.
- Empathetic, compassionate, and willing to see and hear patients' needs
- Excellent ability to achieve thoroughness and accuracy when accomplishing a task
- Ability to continue an action or task to its conclusion
- Ability to shift from one task to another with ease and calm
- Able to perform tasks independently and confidently
- Critical thinking skills to solve problems
- Ability to work independently and collaboratively

#### Work Context

- Standing or sitting for prolonged periods of time
- Physical ability to lift heavy weights of up to 15lbs
- Fluent in English

#### Benefits and Compensation

As a full-time employee of Table Health, the Experience Ambassador will have a start pay between \$17-\$19 an hour plus benefits.

Interested applicants should send resume and cover letter to [Christine Straley](mailto:Christine.Straley) at [cstraley@tablehealthtc.com](mailto:cstraley@tablehealthtc.com)