



JEFFREY S. POULTER, M.D.  
PLASTIC SURGEON

[drpoulter.com](http://drpoulter.com)

**Job Title: Practice Manager / Patient Coordinator**

**Location: Bloomington, IL**

**Job Type: Full-Time**

Jeffrey S. Poulter, M.D., founding surgeon of the Center for Cosmetic and Laser Surgery, a renowned, service-oriented plastic surgical practice in Bloomington Illinois seeks a practice manager/patient coordinator with top-notch qualities in leadership, integrity, organizational & financial management, communication, and kindness. In addition to working for a leading practice and renowned physician, this position will have the opportunity to positively impact the lives of others. The practice is committed to helping patients be their “best me”. We help our patients present who they are internally and externally to the rest of the world. In the process, our patients build confidence, self-esteem and live healthier lives. Those committed to helping others, in a truly meaningful way, will find this position very fulfilling.

**Job Description:** The Practice Manager / Patient Coordinator skill set requires solid & proven fiscal, time and team management and coordinating patient's experience from inquiry to surgery, facilitating patient understanding and scheduling their cosmetic surgery. You report to a busy CEO surgeon. All inquiries confidential, no inquiries considered without compensation requirements. Management experience and a nurturing educational sales style are equally valued to be successful.

**Duties and Responsibilities:** This position will focus on the following areas:

**Patient Engagement**

- Communicate with patients prior to appointments regarding their goals
- Appropriately discuss cosmetic consultations, cosmetic procedures, and skin care services with prospective patients over the phone as well as in person
- Maintain schedule and cancellation list
- Sends information ahead of consult/appointment to patient
- Return patient phone calls and e-mails
- Nurture the patient relationship to encourage patient retention
- Work with the practice team to ensure each patient receives the best care and service possible

**Practice Management & Marketing**

- Support and manage the team at the practice.
- Support surgeon and marketing initiatives that drive brand awareness and practice growth.
- Maintains and updates the patient marketing materials, outlining information about the surgeon, skin care, and the entire practice
- Initiates and/or implements practice enhancement programs—tracks revenue and discusses progress with the surgeon
- Maintains relationships with key referral sources

- Oversees and/or responds to requests from the practice Web site; checks and responds to email messages that come from the site within guidelines

### **Surgery Counseling and Scheduling**

- Schedule patients for surgery
- Coordinate patient pre-operative paperwork, H&P, examinations, lab work and confirms written consents for procedures
- Schedules post-operative visits
- Ensures cosmetic fees are paid
- Take part in patient consults and communicate information about recommended procedures
- Discuss treatment costs and payment options with patients

### **Other**

- Maintains proficiency with EMR software
- Maintains patient confidentiality by following the HIPAA Compliance Plan established by the practice
- Maintains the coding compliance standards set by the practice
- Performs all other tasks requested by the surgeon
- Disclaimer: This list is not exhaustive and may be changed at any time.

### **Typical Physical Demands**

Position requires prolonged sitting, some bending, stooping, and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment is also required. Employee must have normal range of hearing and eyesight to record, prepare, and communicate appropriate reports.

### **Qualifications and Experience Requirements**

- 3-5 years of customer service in the medical field or medical practice management experience
- Scheduling/administrative assistant/patient care coordinator: 2 years (Preferred)
- Sales & Marketing: 2 years (Preferred)
- Comfortable using e-mail and interacting with applications
- Understanding efficiency, automation, and patient flow in practice
- Positive attitude, shows initiative and willingness to adapt to change
- Excellent written and oral communication skills
- Professional appearance and communication
- Ability to discuss patient concerns and financial arrangements appropriately and comfortably
- Proven ability to handle upscale clientele
- Type quickly and accurately
- Demonstrate record of successful task completion
- Excellent follow up and organizational skills

### **Education**

- Associates or bachelor's degree highly preferred

**Benefits Offered**

Paid time off

Health insurance

Employee discounts and bonus opportunities