



Job Description - Charge Coordinator

ACCESS Specialty Animal Hospital is looking for organized, outgoing, and detailed Charge Coordinators to join our team.

We're different. We don't do corporate red tape. Instead, we do pumpkin carving contests, potlucks, staff support, and innovation in our medical care and management. Does this sound like something you might like? Read on to learn about what the job entails.

ACCESS is a fast-paced multi-specialty veterinary hospital which includes emergency/critical care, cardiology, internal medicine, interventional radiology/endoscopy, surgery, nephrology, neurology, urology, and zoological medicine (avian and exotics). We combine advanced medical treatment with cutting-edge technology to provide compassionate comprehensive advanced medical care for our patients -- 24hrs, 365 days a year.

Job Purpose –

- Enter charges for all non-procedural treatments and services for all hospitalized patients
- Provide daily financial updates to clients for all hospitalized patients, facilitate additional payments as needed
- Audit and reporting of daily A/R

Duties and Responsibilities –

- Collect Cage Cards/Treatment sheets for review of charges
- If a patient was admitted on the overnight, make sure all charges are in and that all charges are entered appropriately. Confirm that every doctor on the case has received appropriate credit under his/her shift
- For continued hospitalized patients, enter all current day and upcoming expected (through overnight)/ordered treatments and services. At end of shift review charges for any updates based on changes in treatment plans etc...
- Inform Doctor's Assistant and Doctor when patient invoice is over estimate
- Call all hospitalized patients' owners daily with financial update for their pets. Refer medical update requests and treatment plan discussions to appropriate doctor or doctor's assistant. Record all communications with owners regarding financial matters in the practice management software

Qualifications –

- The Charge Coordinator position requires knowledge of:
 - Standard medical and business abbreviations
 - Proper medical terminology
- Ability to handle stress and pressure with poise and tact
- Ability to perform job tasks efficiently without rushing
- Ability to maintain a list of tasks and engage in productive work during slow periods
- Ability and willingness to maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services.

Physical Requirements

- May need to stand and walk around the hospital for an extended period of time to facilitate client care
- Must be able to sit for an extended period of time
- Must be able to lift objects up to 10-15lbs, such as office materials, patient files, and small animals
- Excellent hearing and listening skills required
- Continuous typing is required
- Must be able to bend, kneel, and reach in order to troubleshoot computer, phone, and multi-functional device problems

Please submit a cover letter that includes a paragraph about your favorite animal and your resume to careers@accessvets.com