



<b>Position Title</b>	Care Concierge
<b>Department:</b>	
<b>Reporting to:</b>	Program Development Manager
<b>Employment Category:</b>	General
<b>Employment Classification:</b>	Full-Time
<b>Date Created: March 25, 2025</b>	<b>Revised:</b>

**Position Description:**

\*Note – This full-time position is located, in-clinic, at Trinity Hills

The Care Concierge plays a crucial role in enhancing the patient experience at Beam Radiology by providing seamless coordination between our preferred partners and their patients. This role ensures that every patient receives personalized guidance, making their journey through imaging services smooth, stress-free, and efficient.

Additionally, the Care Concierge maintains close communication with referring offices to ensure all scheduling, documentation, and service expectations are met promptly and effectively. This role requires strong organizational skills, excellent communication, and a commitment to delivering a top-tier patient experience.

**Duties and Responsibilities:**

- Serve as the primary point of contact for patients referred for imaging or assessment, ensuring they have a positive experience from scheduling to post-visit follow-up.
- Coordinate with preferred partners in the community to facilitate seamless patient care.
- Act as a liaison between referring offices and Beam Radiology, ensuring timely and accurate communication.
- Assist patients with appointment scheduling, paperwork, and any pre-scan requirements.
- Address patient inquiries and concerns, offering clear and compassionate support.
- Work collaboratively with internal teams to optimize workflow efficiency.
- Maintain accurate records and documentation related to patient interactions and referrals.
- Available for evening clinics

**Key Competencies:**

- **Patient-Centered Service** – Demonstrates a commitment to providing a high-quality, seamless, and supportive patient experience.

- **Strong Communication** – Effectively interacts with patients, referring offices, and partners with clarity, professionalism, and empathy.
- **Relationship Management** – Builds and maintains positive relationships with both internal teams and external partners.
- **Problem-Solving** – Proactively addresses challenges and works toward efficient solutions in patient coordination and workflow management.
- **Attention to Detail** – Ensures accuracy in scheduling, documentation, and communication with patients and referring offices.
- **Time Management & Organization** – Balances multiple tasks effectively while maintaining a high standard of service.
- **Collaboration & Teamwork** – Works closely with colleagues and external partners to optimize efficiency and patient outcomes.
- **Adaptability & Initiative** – Takes the lead in improving processes, embracing changes, and finding ways to enhance the patient experience.

**Education and Experience:**

- Medical Office Assistant degree or certificate
- Previous Medical Office experience, preferably in Diagnostic Imaging
- Excellent computer skills required