



CONNECT NW physical therapy

Patient Care Coordinator

Connect NW Physical Therapy is looking for an outgoing, positive person to join our team as a full-time patient care coordinator!

Connect NW Physical Therapy is a pelvic health specialty clinic providing inclusive and affirming pelvic and orthopedic care to people of all backgrounds. Our primary goal is to provide exceptional service to each client in a positive and empowering environment.

As the patient care coordinator, you are an integral part of our team and play a huge role in the patient experience. You are often the first person the patients interact with at the clinic, and your role is to start building trust and confidence through each interaction. We strive to make each interaction positive, easy and empowering! In this role, it is very important to be comfortable talking to people about why they are needing physical therapy and what we offer as a pelvic health clinic. Part of your job will be learning about pelvic health physical therapy and may include shadowing clinicians to fully understand our approach and how we are different from other clinics.

This position also requires the ability to multitask, pay attention to detail, and perform some scheduling gymnastics! We are a hybrid clinic meaning we take some insurance but we also see people on a fee-for-service basis. You will need to learn the ins and outs of certain insurances and be comfortable taking payments and discussing balances with patients.

Our ideal team member:

- Enjoys interacting with people
- Maintains focus and positive attitude in stressful situations
- Feels passionate about improving quality of care in our healthcare system
- Is self-motivated and problem solves in challenging situations
- Can commit to at least 2 years as a patient care coordinator

Primary responsibilities as a receptionist include:

- Communicating our clinic ethos and what we do as pelvic health providers
- Answering phones and fielding common questions
- Scheduling new and existing patients

- Calling clients/new referrals
- Filling gaps in the schedule
- Collecting payments/balances
- Sweeping/basic cleaning tasks
- Taking trash/recycling nightly
- Stocking rooms for the next day

Clinic culture:

Our team is very proud of the fun and happy culture of the clinic. We enjoy lunch and learn meetings every other month, occasional evenings out having fun, a full day retreat each year and we have even been known to do cold water swims together!

If you believe you have the skills and personality to contribute to our goal of enhancing patient experience in physical therapy and the culture of the clinic, please email our resume to info@connectnwpt.com. Please include your pronouns in the email and where you saw this job post. After receiving your, you will be contacted with another application.