



Who We Are

"With a mission to provide world-class healthcare to the underserved Asian community, Rendr is the leading primary care focused, multi-specialty physician group dedicated to serving the Asian population in New York City. Our over 200 providers take care of the health of approximately 200,000 patients at more than 100 clinical offices throughout Brooklyn, Manhattan, Queens, Staten Island and Nassau County."

Department: Operations

Reports To: Site Office Manager

Location: Various NYC locations available across Queens, Brooklyn and Manhattan

Job Position: Medical Receptionist

Medical receptionists are responsible for providing a great first impression of Rendr Physicians by warmly welcoming patients to the practice and providing exceptional customer service throughout the visit.

Essential Functions:

- Warmly greet and direct patients, vendors, and visitors as they enter the practice.
- Schedule new appointments and coordinate follow up appointments.
- Process insurance information to determine patient eligibility and collect copays accurately.
- Check-in patients upon arrival and assist with completion of paperwork when needed.
- Address questions specific to insurance benefits and coverage and escalate questions to Billing Team when appropriate.
- Check/prepare lab or imaging reports.
- Verify accuracy of patient information and make appropriate changes or updates in records.
- Conduct follow-up reminder calls to patients when needed.
- Answer phone calls and handle all inquiries in a prompt and professional manner
- Help patients in distress by responding to emergencies
- Handle sensitive and confidential patient data appropriately

Qualifications:

- **Bilingual in English and Chinese required.**
- Excellent verbal, written, and interpersonal communication skills.
- Strong sense of accountability.
- Dedication to patient satisfaction and safety.
- Adaptability and flexibility able to work in different offices.
- Ability to work independently and in a team environment.
- Strong organizational skills with ability to manage competing priorities.

Benefits

Standard benefits including (see <https://myrendrbenefits.com/> for more information on insured benefits)



- 12 Paid Time Off (PTO)
- 8 Paid Holidays
- 1 Paid Floating Holiday(s)
- Medical, Dental, and Vision Insurance
- Short and Long-Term Disability and Life Insurance
- Tax Advantaged Savings, Transportation, and Parking Accounts
- 401k Plan with a Rendr Match

PAY RATE: \$16.00-\$23.00 per hour