



Easton Experience Concierge

Department:	Surgery Center	Location:	Easton
Days:	Monday - Friday	Hours:	40 hours per week

Orthopedic One is currently recruiting for an Easton Experience Concierge for our surgery center. Details about this position are as follows:

Position Summary: This position is responsible for serving as the liaison between patients, families and staff to ensure that every patient and their families are receiving the highest customer service experience that they deserve. This position will follow patients throughout their journey at the surgery center, ensuring patient satisfaction and customer service are provided at a level of excellence.

Responsibilities/Accountabilities:

Patients:

1. Welcome patient and family members in a professional manner.
2. Answer patient and visitor questions, and contact the nursing staff for emergency medical needs.
3. Oversee patient satisfaction survey returns, follow-up on both positive and negative feedback.

Families:

4. Perform lobby rounding to ensure patients are kept aware of their wait time expectations.
5. Consistently provide patient, family and staff updates according to need (delays, transport, etc.)
6. Serve as a primary coordinator for overnight stays in the designated area.
7. Evaluate and assess individual family circumstances to determine priority for overnight stay.
8. Provide comfort measures while waiting in lobby area, such as warm blankets, coffee/beverages, magazines, patient education material, etc.

Employees:

9. Organize activities, annual celebrations and engage team support in community functions.

Physicians:

10. Maintain oversight of physician compliance with medical records and additional tasks (i.e. operative reports, email correspondence).

Community:

11. Offer ongoing support and assistance to patients and families by contacting any necessary community resources (food, bank etc.) and other pertinent resources on family's behalf.
12. Provide information about the Easton Surgery Center, the Columbus area, and address questions and concerns.

Education, Experience, and Certification/Licensure Required:

- High school diploma / equivalent required.
- Previous experience with project oversight preferred.
- Experience with Microsoft Office and EMR preferred.

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To apply for this posting, please submit your resume and cover letter to humanresources@orthopedicONE.com or fax to Attn: Human Resources at (614) 386-2090. If offered a position, candidate must be able to pass a pre-employment background check.

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