

Klamath Health Partnership

Job Description and Responsibilities



Position: Rehabilitation Services Intake Specialist

Salary Range: \$21.00 to \$29.00 Per Hour

Type: Full-Time

Reports to: Director of Rehabilitation Services

Location: Pine Street Open Door, Klamath Falls, OR

Job Summary

The Rehabilitation Services Intake Specialist plays a key role in ensuring a smooth, patient-centered experience for individuals accessing rehabilitation therapy services at Klamath Health Partnership.

This position is responsible for coordinating referrals, verifying insurance and authorizations, collecting intake documentation, and supporting communication between patients, providers, and the care team. The ideal candidate is detail-oriented, compassionate, and committed to supporting access to high-quality rehabilitative care.

Essential Duties and Responsibilities

- Receive and process prehabilitation therapy (PT, OT, SLP) referrals from internal and external providers.
- Contact patients to schedule initial evaluations and confirm appointment details.
- Verify insurance coverage and obtain prior authorizations as required.
- Ensure all intake forms, consents, and documentation are completed and uploaded to the EHR.
- Communicate with physical therapists and assistants regarding patient readiness and scheduling needs.
- Track referral status and follow up on incomplete or delayed documentation.
- Maintain accurate records and logs for compliance and reporting purposes.
- Provide excellent customer service to patients, families, and referring providers.
- Support coordination of care across departments and external partners.
- Uphold patient confidentiality and adhere to HIPAA and clinic policies.

Qualifications

- High school diploma or equivalent required; associate's degree or medical office training preferred.
- 1–2 years of experience in a healthcare or rehabilitation setting, preferably in an FQHC or outpatient clinic.
- Familiarity with insurance verification, prior authorization processes, and medical terminology.
- Proficiency in electronic health records (EHR); experience with eClinicalWorks a plus.
- Strong organizational skills and attention to detail.
- Excellent communication and customer service skills.
- Ability to work independently and as part of a collaborative team.

Klamath Health Partnership

Job Description and Responsibilities



- Commitment to equity, inclusion, and culturally responsive care.
- Bilingual (English/Spanish) preferred but not required.

Physical Requirements

- Prolonged periods of sitting, data entry, and phone use.
- Occasional standing, walking, and lifting up to 25 pounds.
- Ability to navigate office and clinical environments

Accommodations

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently is required to stand, walk, sit and use hands to finger, handle or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.