

PALMER INSTITUTE

Intake Coordinator

Location: Wellesley, MA

Employment Type: Full-Time

Start Date: May 2025

Company Overview:

The Palmer Institute is pioneering a transformative healthcare model that seamlessly integrates mental and physical health, addressing the root causes of chronic health conditions that have reached epidemic proportions. Traditionally, mental health care has been fragmented and siloed from physical health care, often neglecting the underlying causes of illness. This separation leads to treatment failures, chronic suffering, common medical comorbidities, and premature mortality.

The Palmer Institute addresses these challenges by offering a comprehensive healthcare model for individuals across the entire spectrum of mental and metabolic health conditions. Our standardized, technology-driven, and team-based approach integrates mental health care, metabolic health, lifestyle, and functional medicine. Our mission is to guide patients toward healing, remission, and sustainable recovery by delivering personalized, evidence-based care that treats the whole person—mind, brain, and body.

As a concierge practice, we empower clinicians to spend more time engaging deeply with patients and collaborating closely with multidisciplinary teams. The strong demand for our services is reflected in our waiting list of over 5,300 people.

Position Summary:

The Intake Coordinator serves as the first point of contact for prospective patients, guiding them through the admissions process with empathy and efficiency. This role is crucial in ensuring a seamless transition into our comprehensive care programs.

Key Responsibilities:

- Respond to inquiries from potential patients, families, and referral sources, providing information about our services and care approach.
- Schedule and conduct Discovery Calls for potential patients to determine the suitability of services, which would include brief medical and psychological histories.
- Maintain accurate and confidential patient records in compliance with HIPAA regulations.
- Collaborate with multidisciplinary teams to ensure a holistic understanding of patient needs.
- Participate in team meetings to discuss patient intake processes and suggest improvements.

Qualifications:

- Bachelor's degree in Health Administration, Psychology, or related field
- Minimum 2 years of experience in a healthcare intake or admissions role
- Excellent verbal and written communication skills, including the ability to convey complex or sensitive information clearly, compassionately, and professionally

- Proven ability to build rapport with individuals from diverse cultural, socioeconomic, and ethnic backgrounds
- Excellent organizational and time management skills with strong attention to detail
- Ability to multitask and work independently in a fast-paced environment
- Strong understanding of mental health and metabolic health concepts
- Proficiency with electronic health record (EHR) systems and Microsoft Office Suite
- Ability to handle sensitive and confidential information with discretion and professionalism

Preferred Qualifications:

- Familiarity with mental health, metabolic health, and integrative health care models
- Experience working in a multidisciplinary team environment
- Bilingual abilities are a plus, but not required

If you are a detail-oriented professional with a passion for the mental health and metabolic health fields and would like to be a part of our team, we encourage you to apply for the position of Intake Coordinator.

Benefits:

- Competitive salary
- Health and dental insurance
- 401(k) with company match
- Paid time off and holidays
- Professional development opportunities

Equal Opportunity Employer: The Palmer Institute is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.