

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title:	Clinic Support Service Staff – Front Office Receptionist
Department:	Business Office
Reports To:	Business Office Manager
Directs:	None
EEOC:	Admin Support
FLSA Status:	Non-Exempt

Summary

This position will be a part of a multi-disciplinary task cluster that facilitates and provides culturally and linguistically sensitive services by assisting with patient flow activities to reduce patient wait time and to provide higher overall patient's satisfaction. ChapCare expects all employees to respond and participate to emergency situation per emergency policies and procedures.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities

Front Desk:

- Greet patients.
- Verify patient's appointment in the EPIC Practice Management System.
- Update and verify patient's demographic in the EPIC Practice Management System i.e. address, telephone, FPL and/or insurance coverage.
- Check in with patient while he/she is waiting for medical appointment.
- Maintain the smooth flow of communication between the patient and the back office.
- Handle scheduling inquiries.
- Responsible for the coordination of chronic care services, which includes such tasks as data entry, database reporting, face-to-face interaction and phone communication with patients,
- Provide assistance and information to patient when requested.
- Keep clinic waiting area clean, organized and safe.
- Answer telephone calls promptly and courteously.
- Retrieve voicemail messages and return calls appropriately.
- Patient Communication -Regularly communicate with patients via phone and face-to-face interaction.
- Transfer telephone calls to other staff (e.g. nursing staff, outreach staff or etc. accordingly) appropriately.
- Assist patients with scheduling for health education and chronic care services.
- Make, cancel and re-schedule appointments as needed.
- Ensure proper credit/payment id maintained on patient's account (e.g. performs cashiering duties, posting charges, prints out receipts, etc.)
- Responsible for opening and closing of cash box.
- Turn on and off television in patient waiting area at appropriate times.

- Ensure infection control by wearing mask when exposure is known i.e. when patient or self is coughing consistently.
- Monitor and assure that clinic forms are replenished in a timely manner (e.g. patient intake forms, consents.)
- Maintain photocopy machine to ensure an adequate paper supply.
- Attend and participate in clinic staff meetings and trainings as directed.
- Assist in data collection for the various payer programs.
- Assist with patient flow.

Patient Support Services:

- Observes that communications with patients are culturally and linguistically appropriate.
- Provide language assistance for LEP (Limited English Proficient) patients during intake and scheduled visits with providers.
- Call patients 1-2 days before their appointment to remind them of their appointment.
- Follow up with phone calls.
- Address patient concerns (medical or clinical operation) and effectively communicate that to appropriate individuals.
- Work with clinic operation and medical staff to facilitate efficient patient flow.

Other Performance Expectations:

- Work on Saturday Clinics as scheduled.
- Work as a team player and be willing to assist other members in other duties within his/her capabilities, to aid the clinic team in providing good efficient patient care.
- Facilitate patient flow by working effectively and efficiently.
- Maintain open communication with other clinic staff.
- Attends and actively participates in departmental meetings, PCMH team meetings and huddles.
- Maintain professional demeanor at all times with patients, caregivers, and other staff.
- Perform other duties as assigned.

Job Requirements

- High School Diploma, Trade school certificate; At least one year of clinical front office experience in private or health care organization preferred; Experience with physician coding preferred.
- Knowledge of various health programs (i.e. CHDP, FPACT, MEDI-CAL, MEDICARE, HEALTHY FAMILIES, COMMERCIAL PAYERS)
- Computer skills: Working knowledge of Microsoft Word and Excel. Able to use health related Practice Management System.
- Proficiency in written and verbal English and Spanish.
- Exceptional customer service skills.
- Ability and willingness to demonstrate and maintain competency as required for job title.

Physical Demands/Working Conditions

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 may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.