



PATIENT CARE SPECIALIST (CLINIC RECEPTIONIST – FRONT DESK)

Would you like to make a difference?

Our mission is to provide a quality, affordable and compassionate health home for every patient, every time – in all communities. AxessPointe started in 1995 as the first Federally Qualified Health Center in Summit County, Ohio and has since expanded to five locations between Summit and Portage Counties. We are looking for a team member who can grow with us.

SUMMARY: To coordinate AxessPointe Community Health Center, Inc. (API) clinic appointments, provide reception services for patients, maintain patient charts, assist front desk supervisor in business performance, and represent the clinic in all patient interactions. To provide direct, high-quality customer service to clinic patients and visitors and maintain a professional and friendly atmosphere. API manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

SUPERVISOR: Lead Facility Patient Care Specialist

DUTIES AND RESPONSIBILITIES:

1. Provide exemplary customer service.
2. Use of multi-line telephone system. Answer incoming calls, schedule appointments, transfer calls to appropriate department, complete a virtual 'Telephone Encounter' in current operating system and assign to appropriate staff.
3. Schedule patients accordingly in the current operating system. Consult with RN Manager or designated staff persons regarding walk-in patients. Check patients in & out in a timely manner.
4. Complete patient registration. This includes accurate data entry, insurance verification and/or assigning in-house Slide Scale, scanning all appropriate documents.
5. Collection of co-payments at time of service, understand payment arrangement policy & able to assign accordingly, daily reconciliation of funds collected.
6. Compliance with current HIPAA policy to assure patient privacy.
7. Maintain and promote excellent customer service/relations.
8. Patient/Customer Focus: Makes patients and their needs a primary focus of one's actions; shows interest in and understanding of the needs and expectations of internal and external customers; gains patient trust and respect; meets or exceeds patient's expectations. Core values of Patient-Focused Care: Timely answering of calls; respect: compassion, empathy, caring, non-judgmental, focusing on one patient at a time, establish trust and ensure patient satisfaction. Compassionate Care : Treating patient as if they are our family/friends: Platinum Rule (Treat others the way they want to be treated), being kind and courteous, showing empathy and not passing judgment, showing patients respect, understand patient's limitations, demonstrating professionalism even under stressful situations.

9. Quality Orientation: Monitors and checks work to meet quality standards; demonstrates a high level of care and thoroughness; checks work to ensure completeness and accuracy.
10. Technical/Professional Knowledge and Skills: Possesses, acquires and maintains the technical/ professional expertise required to do the job effectively. Demonstrates knowledge through problem solving, applying professional judgment and competent performance.
11. Performs other duties as required.

Any additional duties the supervisor, CEO or designee may assign upon upgrading of office policies and procedures or current operating system.

MINIMUM QUALIFICATIONS:

1. Minimum of a High School diploma or equivalent is required.
2. Essential Technical/Motor Skills: Able to operate computer, fax machine, printers, scanners, web-cam and other office machines and equipment.
3. Interpersonal Skills: Work independently and as a team member and at times with difficult clients
4. Essential Mental Abilities: Ability to meet and interact in positive way with people. Ability to organize and multi-task. Communicate effectively and in a culturally appropriate manner.
5. Adhere to the guidelines & principals of API and any of its satellite locations.
6. Must have excellent oral and written communication skills and advanced computer skills.
7. Must maintain a valid driver's license, dependable transportation, and be able to travel between health center sites and throughout the health center's service area.
8. Must be flexible to work evening and Saturday hours as needed.

LICENSES OR CERTIFICATIONS REQUIRED:

1. Licensure: None required.

COMPLIANCE:

This position requires compliance with API's written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be an element considered as part of the regular performance evaluation.

Failure to comply with API's Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or API's Written Standards or, for managers and supervisors, fails to detect non-compliant conduct where reasonable efforts would have resulted in detection, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with API's Compliance Program Policy and Procedure: Addressing Instances of Non-Compliance through Appropriate Disciplinary Actions.

PHYSICAL DEMANDS:

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 sit, and use hands to finger handle or feel; to talk; or hear. The employee is frequently required to reach with hands and arms. The employee must occasionally stand, walk, climb or balance, stoop, kneel, crouch or crawl. The employee must be able to frequently lift up to 25 pounds. The employee may occasionally be required to lift 25 to 50 pounds; however, this is not essential; duties may be shifted to accommodate lifting restrictions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently required to use close vision (clear vision at 20 inches or less). The employee will occasionally be working near moving mechanical parts, be exposed to outdoor weather conditions and exposed to a risk of electrical shock while running the copier, printer, other standard equipment and answering the telephone. The noise level in the work environment is low to moderate. Stress level can be high at times.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

* We are a **Drug Free Workplace**, this includes no nicotine at or away from work.

* **Hepatitis B:**

- 1) Documentation of first dose & documentation of appointment for second dose; before first day of work.
- 2) Documentation of second dose within 45 calendar days of first day of work.
- 3) Documentation of third dose within one year of first day of work.

OR

- 4) Documentation of positive titer before first day of work.

* **\$ 11.00 per hour** or more based on qualifications and related experience.

* **Benefits:**

Medical, Prescription, Dental, Vision, Short & Long Term Disability, Life, 403 (b) Retirement Savings Plan, Paid Personal Time Off.

Send Resume To: HumanResources@AxessPointe.org