



JOB DESCRIPTION

POSITION: Clinic Support Service Staff - Front Desk

STATUS: Non-exempt; Full time

REPORTS TO: Clinic Support Services Manager

ACCOUNTABLE TO: Providers, Triage Nurse, and Patients

SUPERVISES: None

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.

APHCV expects all employees to respond and participate to emergency situation per emergency policies and procedures.

DUTIES AND RESPONSIBILITIES:

Front Desk:

1. Greet patients
2. Verify patient's appointment on the Medical Manager and appointment report
3. Update and verify patient's information/ data on the Medical Manager i.e. address and telephone
4. Check in with patient while he/she is waiting for medical appointment
5. Maintain the smooth flow of communication between patient, provider, MA and other clinic support staff
6. Handle scheduling inquiries
7. Provide assistance and information to patient when requested
8. Utilize the Medical Manager as instructed i.e. room numbers, waiting list documentation and etc.
9. Keep clinic and waiting area clean, organized and safe
10. Answer telephone calls promptly and courteously
11. Retrieve answering machine messages and return calls appropriately
12. Transfer telephone calls to other staff (e.g. nursing staff, outreach staff or etc. accordingly) appropriately
13. Make, cancel and re-schedule appointments as needed
14. Ensure proper credit/payment is maintained on patient's account (e.g. performs cashiering duties, posting charges, prints out receipt, etc.)
15. Responsible for opening and closing of cash box
16. Turn on and turn off television in patient waiting area at appropriate times
17. Maintain patient comment box i.e. supply of comment cards, retrieving comments periodically

18. Ensure infection control by wearing mask when exposure is known i.e. when patient or self is coughing consistently
19. Monitor and assure that clinic forms are replenished in a timely manner (e.g. patient intake forms, mammogram forms, etc.)
20. Maintain photocopy machine to ensure an adequate paper supply
21. Attend and participate in clinic staff meetings and trainings as directed
22. Assist in data collection for Advance Access Pilot Project
23. Document follow-up care on medical chart
24. Provide coverage to other clinic support staff functions based on staffing needs e.g. medical records
25. Assist with patient flow

Patient Support Services:

1. Provide language assistance for LEP patients during intake and scheduled visits with providers
2. Call patients 1-2 days before their appointment to remind them of their appointment
3. Provide health education and case management to patients on various health issues upon receipt of training.
4. Follow up with phone calls from individuals with limited English proficiency.
5. Follow up clients with abnormal lab results and no-show in accordance with the follow up protocol. Document such patient contacts in his/her medical records
6. Assist clients in applying for pharmaceutical patient assistance programs
7. Address patient's concerns (medical or clinic operation) and effectively communicate that to appropriate individuals
8. Work with clinic operation and medical staff to facilitate efficient patient flow
9. Translate clinic documents, outreach materials and health education materials in timely manner (as needed)
10. Participate in the process to evaluate the accuracy of translation
11. Type set or coordinates with other staff to type set the translated material

Other Performance expectations:

1. Work on Saturday Clinics as scheduled
2. 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
3. Facilitate patient flow by working effectively and efficiently
4. Maintain open communication with other clinic staff
5. Maintain professional demeanor at all times with patients, caregivers, and other staff
6. Perform other duties as assigned

QUALIFICATIONS:

- Associates degree or 1 year minimum working experience in front and back clinic office functions, patient scheduling and registration.
- Knowledge of various health programs (i.e. FPACT, BCEDP, Medi-Cal, Medicare, Healthy Families/Kids, etc.)
- Proficiency in written and verbal English

- Exceptional customer service skills
- Proficiency in PC/MAC – working knowledge of Microsoft Office applications, Medical Manager, Intranet and Internet
- Ability to speak clearly, distinctly and pleasantly on telephone and face to face patient encounters
- Ability to be courteous and effective with diverse patient populations
- Ability to establish and maintain cooperative working relationship with co-workers and patients.
- Ability to prioritize assignments to complete work in a timely manner.

HR Procedural requirements:

- Legal authorization to work in the United States
- A valid California Driver's license with clean records and access to insured automobile
- Completion of APHCV Health Assessment Form
- Completion of DOJ background check

PHYSICAL REQUIREMENTS:

Must be able to materially perform the task normally associated with the position including but not limited to: Sitting, typing, lifting charts of up to 40lbs.

SEND or FAX resume and cover letter to:

Human Resources, Asian Pacific Health Care Venture, Inc.
1530 Hillhurst Ave., Suite 200, Los Angeles, CA 90027
hrresume@aphcv.org
(323) 644-3892 fax

Asian Pacific Health Care Venture, Inc. is an equal opportunity employer.