



Upper Hudson Planned Parenthood

JOB OPENING: Health Care Assistant I, Full Time
Upper Hudson Planned Parenthood, 855 Central Avenue, Albany, NY 12206
200 Broadway, Troy, NY 12180
190 Fairview Ave. Hudson, NY 12534

Trusted community healthcare agency is looking for a Health Care Assistant who wants to make a difference, with a lot of energy and commitment to providing the best care possible to everyone who walks through our door!

Responsibilities:

This position assists UHPP in the delivery of quality health care by performing non-medical functions which enable the agency to provide efficient, sensitive, quality medical services to clients and other members of the community in a team environment. The primary responsibility is to ensure excellent customer service at all times and encourage client retention and satisfaction. The position is highly visible with extensive patient contact

General Duties:

- Schedule appointments
- Verify insurance
- Check in/out of patients, collect co-pays, payment for visits, etc.
- Provide excellent customer service and phone communication
- Enroll patients in insurance programs subject to qualification
- Maintains patient charts and records in accordance with clinic standards and guidelines, assuring confidentiality of all records, filing, faxing, copying, etc.
- Distributes contraceptive supplies and maintains appropriate records
- Preparation of client statistics and filing
- Maintaining cleanliness and order in client services area, patient waiting areas, or other areas deemed appropriate for staff and client comfort
- Accept individual and joint responsibility for and participate in clinic efforts to achieve:
 - Appointment show rate of 70% or higher
 - Expectation of available appointments within two days of request
 - Meeting productivity benchmark of 4 clinician visits per hour
 - Expectation of client wait times of less than 20 minutes and total visit length of less than 60 minutes
 - Monitor waiting room to provide feedback of patient wait times to supervisor
 - Attainment of annual clinic fiscal goals in revenue, expenses, and contribution margin
 - Participates in quality assurance activities and continuous quality improvement activities as assigned
- Makes a commitment to participate in UHPP's Risk and Quality initiatives
- Ensure the good working condition of office equipment
- Reports any safety or maintenance concerns identified in the waiting areas and/or entrances into health centers to the Health Center Manager
- Provide relief coverage at other sites as scheduled
- Covers evening shifts and Saturday rotations as scheduled
- Perform all other duties as assigned

Qualifications:

- High School diploma or GED required
- Prior experience working in a customer service position preferred
- 1 year work experience in a medical office required
- Able to relate comfortably, professionally and nonjudgmentally to patients at all levels.
- Accurate, well-organized and able to work well under pressure.
- Bi-lingual a huge plus!

This position is being posted both internally and externally. This position requires weekend hours and travel to all three health centers.

Upper Hudson Planned Parenthood offers its employees a competitive wage, benefits package, including health and dental insurance, holidays, paid time off, retirement plan, and much more in a friendly environment.

To apply, please send your resume and cover letter to AmyWolff@uhpp.org

One of the fundamental beliefs guiding Planned Parenthood is that the respect and value for all types of diversity in all aspects of our organization are essential to our effectiveness and organizational well-being. We are an equal opportunity employer.