



JOB DESCRIPTION

Position Title: Health Center Assistant L1 (HCA L1)	Department: Health Center Operations
Reports to: Health Center Manager	Location: Health Center as assigned
Reviewed By: Human Resources	FLSA Status: Non-Exempt

SUMMARY OF POSITION:

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.

ESSENTIAL JOB FUNCTIONS:

Customer Service:

- Builds and maintains positive, quality relationships with customers, both internal (colleagues) and external (patients, clients, donors etc)
- Works as a team member ensuring effective and efficient implementation of all front desk responsibilities
- Demonstrates commitment to exceeding customer expectations at every opportunity with the ability to effectively manage multiple customers and projects
- Responds positively to customer concerns and demonstrates effective problem solving skills
- Consistently interacts positively with internal and external customers
- Communicates with patients on expected wait times and provides appropriate instructions at time of scheduling of appointment
- Informs patient of any prolonged delays
- Offers patient alternative health center location as appropriate for expected services
- Always wears a UHPP identifying name tag when working in the health center

Phone Communications:

- Answers phone promptly with a welcoming tone, announcing agency and their name
- Refers call to appropriate staff person
- Takes accurate messages and transfers them to the appropriate person
- Continually strives to meet the goal of 2 minutes or less on hold time
- Schedules appointments appropriately
- Is able to effectively communicate an understanding of documentation required for Presumptive Eligibility, the Family Planning Benefit Program, Self-pay documentation, and accepted Insurance Programs
- Answers questions accurately and professionally and refers medical questions to medical staff
- Informs callers in a non-directive manner about all options available to them in the event of an unintended pregnancy, makes a referral for service based on the caller's needs, and refers callers seeking information about abortion to appropriate medical personnel.

Financial:

- Responsible for assessing patient rates, insurance and third party coverage for all services
- Responsible for acquiring proper documentation for patient rates, insurance, Family Planning Benefits Program, and Presumptive Eligibility
- Verifies insurance coverage, collects co-pays, deductibles and fees, and scans cards as required for appropriate data entry involving fees collected. Completes appropriate end of day reporting
- Performs interviews and screening for Family Planning Benefits Program and Presumptive Eligibility
- Handles cash and credit sales as instructed by UHPP protocols and is able to balance at any given time for unscheduled audits
- Follows UHPP protocol for fee collections, payment plans, cash handling and donations

Computer Duties:

- Responsible for accurate performance of data entry required at patient check-in, check-out, supply sales and appointment scheduling
- Responsible for preventing possible duplication of patients
- Maintains and updates patient demographics and alerts
- Produces monthly audit reports as needed for Administration
- Documents clearly and concisely in the electronic record of the patient

General Duties:

- 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:**Education and Experience**

- High school diploma or GED required
- Prior experience in a customer service position preferred
- 1 year work experience in an medical office environment required

Expectations

- Prior experience in a medical office and or environment preferred
- Bi-lingual language skills preferred
- Able to maintain strict patient confidentiality, work with diverse communities, and possess a warm, caring manner
- Will physically assist a patient in distress
- Will attend mandatory trainings which may be off site and involve travel to alternate locations
- Will accommodate a flexible schedule which may include working weekends as needed
- Able to travel to alternate work sites as needed
- Able to handle multiple tasks simultaneously
- Demonstrate a strong work ethic
- Has experience prioritizing tasks and managing time effectively
- Attention to detail
- Professional appearance
- Able to handle difficult customer service situations in a professional manner

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively 1:1 with co-workers, internal and external customers, and outside contractors and vendors.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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 required to continuously talk and hear, frequently sit, stand, walk, reach, grasp, handle small objects, use repetitive motions of the hands and wrists. Work requires occasional bending. Rarely requires repetitive motion of the feet. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Must be able to lift and/or move up to 50 lbs., operate a computer including keyboard, and a multi-key telephone.

Must be able to maintain a flexible schedule and during peak activity periods work in excess of 7.5 hours per day and/or 37.5 hours per week.

The Health Care Assistant needs to be able to walk up and down stairs as determined by the office design.

Medical requirements of the position

All staff that interacts with patients and clients is required to meet the Department of Health medical requirements of an annual Tuberculin Test (PPD), Physical and Influenza Vaccination.

Work Environment:

Work environment characteristics 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 exposed to weather conditions prevalent at the time.

The noise level in the work environment is usually moderate.

Travel:

While performing the duties of this job, the employee will have to travel to other work locations at various times. Own transportation is preferred, with a valid driver’s license, inspection, registration and adequate insurance.

Other:

1. This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
2. Management reserves the right to change, assign or reassign job duties, hours, and locations as needed. This document is for management communication only and not intended to imply a written or implied contract of employment.
3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
4. I understand that UHPP is an “at-will” employer.

Employee Signature: _____

Date: _____

Approved by:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____