

## **JOB DESCRIPTION**

**JOB TITLE: COVID Support Specialist Receptionist**

**SUPERVISED BY: Outreach and Enrollment Supervisor**

**STATUS: Hourly, Full time**

**Via Care Community Health Center**

### **DUTIES AND RESPONSIBILITIES**

This position has been developed to assist clients with performing on-site and off-site medical testing specifically for COVID-19 as a means of prevention of spread. COVID Support Specialist Coordinator will be responsible for coordinating all onsite and offsite COVID-19 testing events. This includes testing event preparation, day of event oversight and ensuring the results are processed and communicated according to internal procedures.

- Put on and remove personal protective equipment (PPE)
- Ensure all patients are registered with the appropriate payer
- Ensure all patient have the appropriate medical coverage for COVID testing and follow ups (Medi-Cal, PPO, HMO, COVID PE etc.)
- Ensure all necessary consent forms are filled out and scanned in to the patients chart
- Input all patient demographics from offsite into EMR 2-3 days prior to testing date
- Coordinate and work closely with testing team to input results and ensure all patient have a follow up appointment with a Via Care provider
- Enter Patient data in EMR (e Clinical Works)
- Monitor inventory tests and supplies
- Conduct COVID test (PCR and/or Serology)
- Participate in COVID-Task force meetings and training
- Setup, and breakdown the equipment for events, sample collection handling, and repack the equipment at the end of the event.
- Able to label, collect, and process patient specimen to ensure accurate test results
- Completes pre-visit planning
- Assist clients in completing the medical history and medical program intake forms, and/or consents, ensuring that the patient understands when obtaining a patient signature
- Perform all duties within HIPAA regulations.
- Liaise between medical departments and offsite organizations with discretion and professionalism
- Adhere to policy and procedures during all activates.
- Complete accurate documentation of patient visits.
- Assists clinicians with medical examinations as needed.
- Assist when needed to set up Quest lab specemin pick up
- Assist when needed to transport specimens back to appropriate clinic for pick up
- Arrive early to set up testing event
- Conducts only work-related conversations when clients are waiting for service.
- Ensure that people waiting for testing maintain social distancing in an orderly manner
- Inventory and ordering of medical supplies
- All other duties assigned

### **QUALIFICATIONS**

- Minimum of one year experience in the medical field;
- CPR certification – adult, child, infant, and obstructed airway – required;
- Experience with electronic health records desired;
- Experience in medical front office procedures preferred;
- Must be able to travel
- Able to manage multiple priorities
- Strong verbal, written, and interpersonal communication skills
- Ability to communicate effectively to a variety of audiences
- Must be able to travel
- Ability to always demonstrate the highest level of performance and behavior standards;
- Ability to be a team player; support and assist team members;
- Ability to relate and communicate well to all cultural and ethnic groups in the community; Bilingual preferred.

### **SPECIAL REQUIREMENTS**

- Must have a reliable automobile for use on the job (mileage to be reimbursed);
- Subject to a criminal background check before employment;
- Valid California Driver License and automobile insurance coverage;
- TB clearance, to be renewed every year. Annual Influenza