

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title:	Clinic Support Service Staff – Front Office
Department:	Business Office
Reports To:	Clinic Support Service Staff – Front Office Lead
Directs:	None
EEOC:	Admin Support
FLSA Status:	Non-Exempt

Summary

The Clinic Support Service Staff-Front Office is an important member of the service delivery team, providing excellent customer service by greeting patients promptly and personably and facilitating the patient's access to the point of service delivery, so that all patients can be seen within the appropriate scheduled time. Prepared to enroll or renew registration. The timeliness of work directly supports responsiveness to patients, including visit redesign and well-paced patient flow. S/he collects cash and enters accurate demographic and billing information into the Practice Management System EPIC and collects appropriate support documentation. S/he coordinates with the support of the Front Office Lead who manages appointment schedules for service providers, keeping patients and staff informed of the daily schedule any delays or possible disruptions to the patient flow.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities

Pre-Registration:

- Greets patients in person/phone in a friendly and professional manor. Provides patient with their name, company name (ChapCare) and requests the purpose for visit.
- Facilitates patient flow by organizing pre-registration packets according to patient arrival times.
- Coordinates Walk-In patients by arrival time; Screens any patients that present as Urgent/Emergent by arrival time.
- Organizes and prepares necessary pre- registration packets available for Centralized Registration in appointment order.
- Provides necessary forms for patient completion and assists patients in clarifying forms.
- Obtains signed consents, copies of any identifying identification and insurance cards as applicable.

Registration:

- Maintains communication with medical support staff regarding status of waiting patients and keeps all waiting patients informed of their status and projected time of service delivery.
- Collects appropriate payments according to standards; Cash or Credit Card; ChapCare does not accept checks at the clinic locations.

- Collects all necessary information from the patient and has patient fill necessary assessment applications. Ensures that patient signs all registration forms and consent forms at the time of service.
- Educates clients on the services provided by the clinic and the programs available that offer assistance with the cost for services provided by ChapCare.
- Ensures and/or completes enrollment and verifies all financial coverage's emphasizing third party enrollment and including any discount programs available through ChapCare.
- Focuses on both general and financial intake of patients; accurately inputs personal and financial data into Practice Management System (e.g. family composition, Medi-Cal, financial coverage, UDS required fields on all patients served.)
- Ensures scanning all ChapCare identified documentation into the patient record at the time of service. This will include all copies of all insurance eligibility forms, picture identification and or Driver's License to verify patient identity.

Focus on Scheduling:

- Maintains patient appointments; schedules according to standard for all services and staff as assigned.
- Interacts supportably with patients regarding procedures for available service; orients patients to required information needed at time of service for optimum care; provides patients with awareness of general procedure costs (generalized as it will depend of provider orders.)
- Coordinates clinician schedules to maximize appointment availability with patients concerning rescheduling reasons and alternatives.
- Coordinates assembling and pre-mailing/e-mailing of blank registration and welcoming packets for new patients as assigned.

Focus on Data Entry:

- Collects and enters accurate data into practice management system.
- Collects and submits payments by end of same day collection. and maintains cash box available for change at all times.
- Submits daily User Batch Report with supporting patient receipt counts to Clinic Support Service Staff – Lead Front Office, to review and co-sign before depositing for courier pick to deliver to the finance department.
- Collects appropriate payment according to standards; Cash or Credit Card are currently the only method of payment ChapCare accepts.

Focus on Teamwork:

- All Clinic Support Service Staff – Front Office members act as back-up to each other by learning all functions and assisting with reception, scheduling, cashiering, and pre-registration.
- Various other duties as assigned by supervisor; duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, verbally, or in writing.
- As a team member of CHAPCARE, Clinic Support Service Staff – Front Office respects and protects information regarding patients and other team members and abides by the rules of the Confidentiality Protocol.

Patient Support Services:

- Provide language assistance for LEP (Limited English Proficient) patients during pre-intake and scheduled visits with providers.
- Call patients 1-2 days before their appointment to remind them of their appointment.
- Follow up with phone calls as assigned.
- Address patient concerns (medical/clinical operations) effectively and communicates to appropriate staff or supervisor.
- Work with clinical and operations staff to facilitate efficient patient flow.

Other Performance Expectations:

- Work on Saturday Clinics as scheduled.
- 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.
- Facilitate patient flow by working effectively and efficiently.
- Maintain open communication with other clinic staff.
- Attends and actively participates in departmental meetings.
- Maintain professional demeanor at all times with patients, caregivers, and other staff.
- Perform other duties as assigned.

Job Requirements

- High school diploma or equivalent with 1-2 years progressive work experience in a medical setting.
- Effective interpersonal and communication skills required.
- Excellent telephone etiquette required.
- Knowledge of medical terminology preferred.
- Medical office assistant experience preferred.
- High level of skill in entering data into computer while talking with patients.
- Must have excellent customer service skills, e.g. the ability to develop and maintain effective working relationships with staff and patients.
- Must be able to type 35 wpm with 90% accuracy on the typing test.
- Bilingual English/Spanish
- EPIC Care Experience (Preferred.)
- Telephone System (3CX, preferred.)

Physical Demands/Working Conditions

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 may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Employee Name:

Job Title: Call Center Representative	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking			X	
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand R L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	

Weight	LIFTING					CARRYING				
	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Height	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs				X	40"			X		25 ft_
11-25 lbs		X			40"		X			25 ft
26-50 lbs	X				_____	X				_____
51-75 lbs	X				_____	X				_____
78-100 lbs	X				_____	X				_____
100+ lbs	X				_____	X				_____

Describe the heaviest item required to carry and the distance to be carried:
A box of office supplies that can includes paper, pens, etc. for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

1. Working with Bio-hazards such as blood borne pathogens, sewage? NO YES _____
2. Exposure to radiation? NO YES _____
3. Other : _____

Acknowledgement of Receipt

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature: _____ Date _____