



## Job Description

**Position Title:** Front Office Assistant  
**Department:** Front Office  
**Position Reports to:** Clinic Office Manager  
**Status:** Union

### Position Summary:

Position requires excellent customer service skills with patients, employees, and the public, including but not limiting to: offering friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience while visiting Clinica Romero. Assist with the provision of quality services in the areas of scheduling, patient flow, information and clerical tasks. Individual must also be flexible, organized and must be able to manage a demanding workload with accuracy.

Adhere to Clinica Romero's mission and core values: Compassion, Commitment to Service, Quality Care, Respect, and Dignity; and complies with all policies and procedures of the organization.

### Responsibilities:

- Welcomes and greets patients as they arrive to-clinical sites; will maintain exceptional customer service.
- Assist patients with questions and direct them to proper departments or personnel; follow through with patient to ensure they are seen in a timely manner.
- Register patients for all appointments including Walk -Ins utilizing Clinica's EMR system.
- Obtains and updates patient information into EMR system including but not limited to: patient's demographic, guarantor, coverage, and other information.
- Initiate appropriate application forms and screens patients for eligibility determination for various programs that are part of the financial screening process.
- Ensures to scan copies of the enrollment and or recertification of programs such as FamPact, EWC, NEVH and Sliding Fee.
- Maintains familiarity with various types of Medi-Cal, Health Plans and other programs.
- Verifies and prints eligibility for all payers including but not limited to: Medi-Cal/ Manage Care and other programs by utilizing the appropriate web portals.
- Scans pertinent patient information into EMR including patient identification cards, benefit cards, eligibility verification printouts, etc.
- Performs daily appointment reminder calls to patients and documents call in our Electronic Medical Record (EMR) system. In addition with our text messaging app, WELL Health, responsible to monitor and send reminder text messages to patients. Responds in timely manner. Sends broadcast if needed.



- Audit EMR registration for accuracy and completeness, note deficiencies and refer for appropriate follow up and completion.
- Assist patients or family members with completion of varied registration forms.
- Initiate new patients' chart account in EMR.
- Review assigned provider schedules and verifies eligibility one to two days before scheduled appointment. Communicate any eligibility discrepancies to patient prior to the scheduled appointment.
- Responsible to perform one last audit of assigned provider schedules to capture any erroneous scheduling mistakes to prevent patient impact.
- Coordinate warm handoff of patient to Eligibility Department when necessary.
- Daily utilization of Microsoft Outlook to ensure that all incoming emails are read and a responses are made in a timely manner, this includes emails from supervisor, Front Office Lead, and other departments.
- Collecting appropriate co-payments from patients for their respective insurance coverage. Payments collected in the form of cash, checks, and credit cards.
- Schedules appointments according to Clinica's Scheduling Guidelines and keeps up with any new scheduling changes.
- Adheres to Clinica's Petty Cash policies and procedures, which includes completion of a daily reconciliation form, and submits all monies (cash and/or credit card receipts) to immediate Supervisor or Front Office Lead for review.
- Answers incoming calls, taking messages, transfer calls and provide information to other departments upon request.
- Assist in the completion of data for department reports.
- Translates for patients when necessary.
- Assist patients with PCP changes when eligibility department is backed up.
- Assist with rescheduling patients anytime we have provider call outs.
- Assist in the training of new personnel.
- Completes assignments by the end of the scheduled shift.
- Seek out additional duties to promote continuity of operations.
- Demonstrate a positive, can do attitude in responding to employee and patients' needs.
- Attends In-Services as scheduled by supervisor
- Participates in trainings provided by Clinica Romero to further education and keep current with industry changes, and clinical requirements.
- Comply with all HIPAA regulations.
- Assure timeliness of services to patients and looks after their comfort while on premises.
- Operations of standard office machines.
- Required to travel from site to site.
- Required participation with outreach events.
- Other duties as assigned by management



## **Qualifications/Requirements:**

- High school graduate or equivalent. Medical Billing experience/ training in a medical office or similar setting.
- EMR experience. EPIC experience preferable.
- Typing a minimum 35 WPM and proficient computer skills; including but not limited to Microsoft products and use of outlook
- Ability to communicate effectively, verbal and written; work without close supervision, detail oriented and well organized.
- Customer service skills: communication, empathy, patience, and technical knowledge
- Work in team-oriented environment, and work well under deadlines.
- Previous experience in a community clinic setting, billing and/or collections a plus.
- Bi-lingual English and Spanish.
- Ability to handle multiple tasks and work in a busy environment.
- Ability to work evenings and weekends
- CPR Certification
- Ability to work at multiple clinic sites
- CA driver's license and auto insurance
- Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

## **Policy and procedures regarding conduct in the workplace:**

- Observe regulations on time card use and reporting.
- Observe attendance policy.
- Maintain a clean and safe work area.
- Observe general Safety/Employee Health policies and procedures.
- Maintain current all annual health screenings.
- Observe CMOAR Appearance/Dress standards.
- Maintain the privacy and confidentiality of both client and employee with regard to medical records.
- Display clearly visible identification.
- Treat all patients with respect and dignity and adheres' to the Patient Bill of Rights.
- Treats all employees with respect and dignity in accordance to non-discriminatory policy and procedure.
- Treat all employees/clients in a courteous and professional manner.
- Conduct only work related conversations when clients are waiting for service.
- Do not discuss other staff members, policies, problems or medical care in public areas of clinic.

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