

# APLAHealth



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at [aplahealth.org](http://aplahealth.org).

---

***We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *5 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

***This is a great opportunity to make a difference!***

---

## **POSITION SUMMARY:**

Responsible for engaging all new patients assigned to APLA Health and greeting all patients and guest who enter APLA Health & Wellness clinics.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Work in conjunction with quality improvements, UM department and clinic directors to develop and implement patient engagement strategies.
- Contact patients newly assigned to the clinic via managed care plans to link them to care.
- Work with the clinic directors, Patient Engagement and Retention Specialists and communications department to develop and implement a comprehensive community outreach and engagement plan and messaging materials.
- Enhance communication with patients in regards to services rendered at APLA Health to improve quality service including promoting patient portal communications.
- Coordinate resources to improve patient ability to adhere to appointments, including assistance with interpreter services and transportation.
- Respond to patient inquiries promptly, and follow-up on patient issues and resolutions to ensure quality customer service.
- Greet patients/guests in a friendly, professional and courteous fashion.
- Assist patients with checking in at the kiosks; answer questions as needed.
- Assist patients who need help in completing registration packets.
- Assist patients with patient portal showing them how to sign up, send messages, have telehealth visits, etc.
- Learn and promote APLA Health's services, facilities, and programs and be able to direct patients/guests accordingly.
- Participate in special projects to promote a wider range of APLA Health clinical and non-clinical services thereby contributing to efforts to meet contract goals and reach quality markers.
- Educate the patients on the 340B pharmacy network and its benefits to the patient and to APLA Health & Wellness.
- Manage the flow of patients/guests.
- Maintain a tidy waiting area at all times.
- Work as a contributing team member and act in a professional and respectful manner at all times.
- Comply with all standard operating policies and protocols of APLA Health & Wellness.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

## **REQUIREMENTS:**

Training and Experience:

High school diploma or GED required, AA degree preferred. At least two (2) years experience working in a medical office or similar environment. Bilingual English/Spanish required.

Knowledge of:

Must be proficient in the use of Microsoft Office programs. Knowledge of electronic health records - eClinicalWorks preferred.

Ability to:

Must be extremely organized and detailed oriented. Must have excellent communications. Must be able to be courteous, be professional and customer service oriented. Must also maintain a strict discipline in time management with a focus on quality.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

**SPECIAL REQUIREMENTS:**

Must possess a valid California drivers license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

COVID-19 Vaccination and Booster or Medical/ Religious Exemption required.

Equal Opportunity Employer: minority/female/disability/veteran.

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=53963&clientkey=A5559163F67395E0A2585D2135F98806&jpt=ebc14b661690c5dbec2a8909c13ffead>