



POSITION DESCRIPTION	
Date: 04/06/2023	Please check one: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised
<b>Position Title: Patient Experience Specialist II</b>	Pay Rate/Grade:
Reports to: Patient Experience Manager	FLSA/ Work Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Hourly <input type="checkbox"/> Salaried
Direct reports: N/A	
Schedule: HCHC is open Monday – Thursday 7:30am-6pm, Friday 8am-5pm.	

### JOB SUMMARY

This position is responsible for ensuring that all patient interactions/experiences are successful by providing excellent customer service. The Patient Experience Specialist II is responsible for administrative and front office functions for the health center(s).

### EXPECTATIONS

- Adheres to all Harbor Community Health Center (HCHC) policies and procedures.
- Observes all policies and procedures for the use of time-keeping system, including attendance, tardiness, proper clocking procedure, overtime authorization, and that employee nametag is visible.
- Conducts self in a manner that represents HCHC's core values at all times.
- Maintains a positive and respectful attitude with all work-related contacts.
- Provides excellent customer service.
- Communicates regularly with his/her immediate supervisor about departmental and HCHC concerns.
- Consistently reports to work prepared to perform the duties of the position.
- Meets productivity standards and performs duties as workload necessitates.
- Fosters an environment that promotes trust and cooperation among all staff.

### MISSION AND VALUES

Our mission is to provide quality, comprehensive, healthcare and supportive services to those in our community, regardless of their ability to pay. Employees must possess a strong commitment to the mission, policies, goals and philosophy of HCHC.

### ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

#### Patient Experience Specialist Level I:

- Answer phones, address all concerns and follow up with proper documentation and notes in the EHR system.
- Monitor and address tasks in HCHC's patient communication platform according to HCHC procedures.
- Ensure patient demographics are accurate and complete in the EHR.

- Deliver messages and route calls from patients to appropriate staff.
- Ensure all Meaningful Use information is obtained, updated, and verified in the EHR system on an ongoing, daily basis.
- Maintain department policies and ensure procedures meet HIPAA compliance, are current with industry standards, and are followed.
- Participates in internal and external audits and projects when necessary.
- Any additional administrative duties as directed by your Supervisor.

### Patient Experience Specialist Level II:

- Scrub the schedule for the next day (reason for visit, demographic information, global alerts, ensuring time slot is correct).
- Assure that all appointments are confirmed prior to the appointment date.
- Ensure accurate and timely check-in/check-out patients.
- Verify eligibility and insurance.
- Stock all supplies when needed.
- Contact all patients who were listed as No-Show in the EMR system the day of their appointment in order to document the reason for missed appointment, as well as rescheduling the appointment.
- Handle monetary transactions (cash and/or credit/debit card) for any and all cash patients, or patients with a copay.
- Perform other duties as assigned to support HCHC's Mission and Values.

## QUALIFICATIONS

Required education, experience and/or training:

- High school diploma or equivalent
- 1-2 years experience in customer service/patient services in a health/dental office setting  
*\*\* If current staff under consideration for promotion, must be employee in good standing with positive performance review, no corrective action plans for at least 6 months.*
- Bilingual English/Spanish
- Current Basic Life Support (BLS) Certification by the American Heart Association
- Experience with electronic health records (EHR), eClinicalWorks preferred
- Experience at Federally Qualified Health Center preferred

### Key Competencies:

- Committed to providing an exceptional experience in all interactions.
- Ability to understand and manage patient appointment schedules to optimize patient flow and provider/staff productivity.
- Must have strong analytical and problem-solving skills.
- Must have proficient computer skills, including Microsoft Office abilities, with intermediate Excel skills.
- Must have the willingness and ability to adapt to change, including advances in technology.
- Ability to handle multiple tasks and be highly organized and detail-oriented.
- Must be able to communicate effectively, in English and Spanish, both verbally and written.
- Ability to work with diverse populations.
- Treat all patients and colleagues with dignity and respect.
- Committed to the mission of Harbor Community Health Centers.

Human Resources Requirements:

- Legal authorization to work in the United States.
- A valid California Driver's license with clean records and access to an insured automobile.
- Periodic travel between clinic sites within walking distance.
- Clear all post offers, pre-employment background screening, and education verification.
- Must be vaccinated against COVID-19 or have a qualifying medical/religious exemption.

**PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

**Hours:** HCHC is open Monday-Thursday 7:30am-6:00pm, Friday 8:00am-5pm with occasional overtime, or other shifts based on clinic need. This is a full-time, non-exempt position and any overtime must be approved by the Supervisor in advance.

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

HCHC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

**DISCLAIMER**

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. HCHC is an at-will employer.

In addition, HCHC may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature