

Community Health Partners

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Administrative Generalist-Bilingual
Position Status: Non-exempt
Effective Date: 4/2019
Reviewed By: Director of Clinical Operations

JOB SUMMARY:

Under the general supervision of the Administrative Coordinator or Lead, functions as a member of the primary health care team with primary duties of : accurate record keeping, patient billing, telephone duties, scheduling appointments, typing, data entry, computer operation, copying, electronic filing and retrieving Electronic Health Record (EHR) charts, reviewing registration charts for completeness, and miscellaneous business office related functions.

JOB RESPONSIBILITIES:

Front Desk (Registration) Duties

1. Greets and receives patients warmly. Initiates visit by gathering relevant demographic and financial documentation. Accurately enters information into the EHR.
2. Requests and collects payment for visits including phone payments. Accurately records all payments and submits data daily to CHP billing staff per CHP policies and procedures. Balances daily activity/cash drawer.
3. Monitors patient waiting status in waiting room alerts clinical care team of information as needed.
4. Acts as an information source to outpatient clinic visitors, staff and patients.
5. Schedules future appointments per the scheduling guideline.
6. Provides back-up telephone coverage.
7. Provides back-up schedule management by filling cancellations and no-shows appropriately.
8. Scans and electronically files documentation accurately and in a timely manner.
9. Checks patients out per procedure.

Pod Duties.

1. Answers phones quickly and warmly. Efficiently meets the patient's needs while utilizing the triage guideline.
2. Actively manages the provider schedule. Schedules patients appropriately, proactively works waitlists to fill cancellations.
3. Works with pod team to comb schedule to ensure patients are appropriately scheduled with the correct provider, and in the correct length appointment.
4. Scans and electronically files or routes lab and x-ray results, medication refill requests, dictation, and other paperwork in patient charts in a timely manner.
5. Works with pod team to acquire records from outside providers as required. Monitors response of outside providers until complete.
6. Works with pod team to send schedule referrals, labs, and imaging. Set recalls per guidelines and follows up.
7. Prepares and sends copies of medical records for requested releases.
8. Conducts appointment reminder calls daily.

General Responsibilities

1. Maintains pleasant, professional atmosphere in working with patients, practitioners, and other clinic personnel and the general public.
2. Appropriately documents patient communication in the electronic health record.
3. Maintains records (including in the EHR) accurately.
4. Corresponds with teammates in person and electronically in a professional, timely manner.
5. Shares knowledge and skills with coworkers.
6. Works independently as well as functions as a care team member.
7. Performs other administrative duties as requested by the management team.
8. Furthers the mission of CHP through active support of the strategic goals.
9. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Home and Meaningful Use recognition programs, and working to implement patient centered communication skills.
10. Understand and adheres to HIPAA regulations.

Interpretation and Translation Duties

1. Provides Spanish/English interpretation to patient by telephone or on a walk-in basis to assist with scheduling, paperwork, case management or other needs.
2. When needed, provides interpretation in target language to provider team and patient in the exam room.
3. Translates office documentation accurately.

Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure.
3. Ability to work in a team and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, multi task, be organized, and be a self-starter.
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to navigate technology efficiently.
9. Ability to gracefully accept and respond to feedback.
10. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting			X
Standing	X		
Walking	X		
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling	X		
Grasping	X		
Fine Manipulation			X

Reaching			X
Bend	X		
Squat	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

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.

QUALIFICATIONS:

- High School Graduate or equivalent required.
- Experience in personal computer use and business office management procedures required.
- Must be skillful in working with the public and handling many tasks.
- Medical related work experience preferred.

I have read the job description above and had any questions answered.

Name: _____

Date: _____