

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: Interpreter– Bilingual/Spanish
Position Status: Non-Exempt
Effective Date: 3/2019
Reviewed By: Belgrade Clinic Director

JOB SUMMARY:

Under the general supervision of the Clinic Director, functions as a member of the healthcare team. Duties include interpreting medical, dental, behavioral health visits, working directly with Spanish-speaking patients on completing paperwork for CHP or outside agencies (such as Medicaid), record keeping, check-in, patient billing, telephone duties, scheduling appointments, computer operation, copying and miscellaneous business office related functions. Wage differential may be incorporated following successful certification as Spanish Language Medical Interpreter.

JOB RESPONSIBILITIES:

Interpretation and Translation Duties

1. Provides Spanish/English interpretation to patients by telephone for all CHP locations.
2. Provides interpretation on a walk-in basis to assist with scheduling, paperwork, resource coordination or other needs.
3. Provides interpretation for patient and provider team in the exam room, dental operatory, behavioral health room and telephone for other sites. Uses best practice interpretation technique during visits.
4. Translates office documentation accurately as needed.
5. Assist with translation of patient education materials.
6. Travel to Dental site as requested to perform interpretation duties.
7. Assist Spanish-speaking patients with resource coordination needs as necessary.
8. Act as liaison on behalf of CHP patients between primary care team and specialty clinics.
9. Maintains patient confidentiality in all areas of interpretation and translation duties.
10. Travel may be required for off site interpretation in all CHP locations.
11. Provides teaching to other bilingual CHP staff on interpretation best practices.

Billing Duties

1. Responsible for billing procedures which include reviewing insurances and slide accuracy, compiling charges for patient visits, collecting and entering daily payments and submitting data to CHP billing main office.
2. Answers inquiries and correspondence relating to patient billing.
3. Maintains pleasant, professional atmosphere in working with patients, physicians, and other clinic personnel and the general public.
4. Files reports, documents, and other paperwork properly.
5. Records all payments according to CHP policies and procedures.

6. Maintains records accurately for audit and assists with quality assurance and statistical data compilation.
7. Provides support to other areas as needed.

Front Desk Duties

1. Acts as information source to outpatient clinic visitors, staff and patients.
2. Greets and receives patients and initiates visit by gathering relevant financial documentation and personal information. Generates encounter forms.
3. Coordinates daily flow of patients being seen.
4. Monitors patient waiting status in waiting room; assists patients as needed.

General Responsibilities

1. Maintains pleasant, professional atmosphere in working with patients, practitioners, and other clinic personnel and the general public.
2. Performs other administrative duties as requested by the management team.
3. Works independently as well as functions as a team member.
4. Further the mission of CHP through active support of the strategic goals
5. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites.
6. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and Meaningful Use recognition programs and working to implement patient centered communication skills.
7. Understands and adheres to HIPAA regulations.

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, be organized, and be a self-starter.
6. Ability to be friendly, empathetic and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to work in an efficient manner and handle multiple tasks.
9. Ability to navigate technology efficiently.
10. Ability to receive and respond to feedback gracefully.

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 (i.e. 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:

1. High School Graduate or equivalent required.
2. Demonstrated Spanish and English proficiency required.
3. Certification in interpretation testing required within twelve months of hire.
4. Experience in working with the public and handling many tasks.
5. Experience in personal computer use and business office management procedures required.
6. Medical related work experience preferred.

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

Name: _____

Date: _____