

Humboldt IPA Job Description

The Priority Care Center Front Office Assistant

The front office assistant at the priority care center is a pivotal member of the care team, providing front line support for the center, patients accessing services and the other member of the care delivery team.

Responsibilities

- Providing front line customer service in person, answering incoming calls and emails
- Registering patients, scheduling appointments, ensuring new patient packets are completed by patient, confirming patient appointments, verifying insurance eligibility.
- Process incoming diabetes and wellness referrals, confirming completeness and notifying referring providers if incomplete, phoning patients to schedule, and notifying referring physicians when patients have declined the services.
- Encouraging patients to enroll in the patient portal, answering patient questions, promoting the portal services, etc.
- Maintaining neat and orderly appearance of the lobby/reception area and kitchen, ensuring supplies are well stocked, ordered via Kanban as necessary.
- Providing support to patients as needed within scope of responsibilities in order to help them obtain the services they may need using motivational interviewing skills
- Providing support to other members of the care team as needed within scope of responsibilities
- Managing incoming electronic fax queue for Priority Care Center and moving documents to ecw folder, filing/routing documents, per protocol.
- Processing internal referrals appropriately for the various services provided at the priority care center, coordination of warm handoffs, etc.
- Attends team huddles, staff meetings, patient case conferences, etc.
- Data entry of assessments, demographics, etc for new patient packets, etc.
- Other duties as assigned

Qualifications

- Two or more years' experience as a receptionist in a health care setting
- Understanding of the local health care system
- Proficient skills in Microsoft office software and electronic health records
- Excellent communication, customer service and multitasking skills
- Desire to work as a member of an innovative health care team and doing what it takes to provide excellent services to the patients served.
- Valid CA driver's license
- Motivational interviewing/active listening skills' experience preferred, but not required (will train).
- CPR certification preferred but not required

Full time benefited position