

Crossroad Health Center Patient Representative

Job description

Greet patients as they arrive, schedule appointments by computer, answer the phone, take messages, take payments, and verify insurance as needed.

Responsibilities

- Greet and direct patients, vendors, and visitors as they arrive in a friendly and professional manner
- Maintain confidentiality of all employee and patient information
- Schedule appointments for patients both in person and on the phone; Enter appointment data into scheduling system
- Register patients when they arrive for their appointment; Verify patient data is correct and up to date
- Collect and verify insurance information; Collect co-pays and other patient payments when needed
- Scan documents received from other medical offices; Scan documents into system and enter into patient electronic chart where appropriate
- Promote efficient, organized and pleasant office operations in the health center, consistent with the mission of CHC to offer care in an atmosphere of dignity and respect
- Explain practice policies and procedures to patients including HIPAA guidelines; Uphold all practices for the Health Insurance Portability and Accountability Act (HIPAA)
- Serve as a representative of the health center to the community by communicating in a friendly, caring manner both on the phone and in person

Knowledge, Experience and Skills

- Bilingual English/Spanish preferred
- Able to work independently, yet seek resources or assistance when needed
- Good organizational skills; able to coordinate multiple tasks well.
- Good communication skills, verbal and written.

Physical Limitations

- Sitting for long periods, dexterity for computer typing

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Disability insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Work setting:

- Clinic
- In-person
- Private practice

Experience:

- Customer Service: 1 year (Required)

Language:

- Spanish (Required)

Work Location: In person