

JOB DESCRIPTION

POSITION TITLE:	Patient Support Specialist Shift Lead
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Patient Support Specialist Team Lead
EDUCATION:	High School diploma or GED. Associates degree preferred.
WORK EXPERIENCE:	1 year customer service and/or healthcare preferred
SALARY RANGE:	\$13.00-\$17.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Under the supervision of the Director of Operations, the Patient Support Shift Team Lead is responsible to oversee the smooth and efficient operations of the front office staff during after hours. Additionally, working closely with all departments to coordinate provider schedules and facilitate patient appointments.

MAJOR DUTIES & RESPONSIBILITIES:

- Oversee entire front office processes, including: end-of-day closing, no show reports, pending encounters report, productivity report, patient satisfaction report, scheduling report, etc.
- Supervise all Patient Support staff ensuring guests are taken care of in a professional and friendly manner.
- Communicate effectively, lead and train receptionist staff, interact professionally with patients, and work closely with administrative department.
- Train new employees and work with Patient Support Specialist Team Lead to assure compliance for all new front desk staff.
- Maintain good working relationship with all Patient Support employees with particular emphasis on front office staff.
- Initiate, coordinate, and enforce systems, policies, and procedures.
- Accomplish staff results by communicating job expectations; planning, monitoring. Ensure company's policies and security requirements are met.
- Maintain effective communication with all related departments to ensure smooth service delivery.
- Monitor front desk cash flow on a daily basis.

- Troubleshoot and follow up on emergencies as necessary.
- Attend weekly Monday morning huddles, CLT Meeting, and Scheduling Meeting.
- Maintain provider schedules. (including opening, closing, and blocking provider schedules)
- Follow written and oral instructions and to work with general guidance, coaching, counseling, and disciplining employees.
- Possess high job accuracy, efficiency, and dependability.
- Handle complaints and specific customer requests.
- Monitor inventory stock and order office supplies.
- Maintain a safe and secure work environment.
- Receive patients in a professional and friendly manner, satisfying patients' expectations from arrival through to departure.
- Assist patients with payments over the phone, and explain billing inquiries.
- Check in/out patients using electronic medical records.
- Scan medical records into the system.
- Fax/mail out medical records and necessary forms according to HIPAA/Clinic guidelines.
- Submit and document forms and medical records in a timely manner.
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information.
- Log medical registration forms and record and incoming forms into electronic health record (EHR).
- Assist with incoming calls and create telephone notes and assist with scheduling and inquiries.
- Support Patient Services team with other duties.
- Verify insurance eligibility for all billing denials.
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of one year in health education, patient navigation, and/or health clinic patient assistance field.
- Insurance and medical experience preferred.
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Must be able to handle multiple tasks, complexity, and diversity of customers.
- Microsoft Office.
- Must be able to utilize the Internet.
- Strong written and oral communication skills.
- Office equipment (e.g., computer, copier).
- Attention to detail.
- Strong customer service skills.

EDUCATION and/or EXPERIENCE:

High School diploma or GED; Associates degree preferred. Experience in the medical field and referral/patient navigation and/or billing/medical records is preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer, telephone and keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.