JOB DESCRIPTION

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Patient Service Ambassador</th>
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</thead>
<tbody>
<tr>
<td>LOCATION:</td>
<td>HOPE Clinic Main</td>
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<tr>
<td>REPORTS TO:</td>
<td>Site Manager</td>
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<tr>
<td>EDUCATION:</td>
<td>H.S. Diploma required; medical interpreter training preferred</td>
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<tr>
<td>WORK EXPERIENCE:</td>
<td>One (1) year of customer/patient service-related work</td>
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<tr>
<td>SALARY RANGE:</td>
<td>$11.00-$15.00/hour based on experience and qualifications</td>
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<td>FLSA STATUS:</td>
<td>Non-exempt</td>
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<tr>
<td>POSITION TYPE:</td>
<td>Full time</td>
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<tr>
<td>LANGUAGE:</td>
<td>Bilingual in English and Spanish, Arabic, Burmese, Vietnamese, Chinese or other languages is preferred</td>
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HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:
The Patient Service Ambassador is responsible for creating and maintaining an environment of service excellence through positive interactions with patients, families, visitors, and the HOPE Clinic team. The patient service/experience ambassador is responsible for greeting, directing and proactively providing information to patients and families in accordance with the HOPE Clinic policies and procedures.

MAJOR DUTIES & RESPONSIBILITIES:

- Intake patients and ask questions based on screening criteria;
- Keep individuals and screening station in an organized fashion to prevent crowding;
- Inform patients and the public of current process and screening flow;
- Take temperatures of individuals entering the clinic;
- Record information;
- Check clinic schedule and patient records to see if the patient has an appointment;
- Work with other department staff to communicate patient or scheduling needs and patient screening information;
- Seek guidance when additional questions arise in the process of screening a patient;
- Take messages within the electronic medical record system to send for basic requests such as medical refills;
- Assess patient medical status to ensure emergency situations are addressed promptly by directing those individuals to a medical provider or emergency services;
• Proactively approach & greet all guests in an effort to provide an exemplary first impression that fosters an inclusive and welcoming environment;
• Confirm patient’s needs and take appropriate screening action or provide appropriate information, direction, and escorting as requested and according to established policies and procedures;
• Listen carefully and be sensitive to the needs and wishes of all guests;
• Treat all guests with dignity and respect;
• Enter and/or retrieves data from established computer systems using knowledge of various computer software applications. (EclinicalWorks);
• Communicate in a way that supports patient confidentiality;
• Observe/maintain the assigned area for potential safety or security issues, overall neatness, and cleanliness - notify appropriate personnel to ensure that corrective action is taken, as necessary;
• Act as a liaison between patient families, clinical areas, and physicians to provide efficient and accurate information flow;
• Assist with appointment confirmation, call no show, and reschedule cancelled appointments as needed;
• Assist in Patient Support Specialist role as needed;
• Perform other duties as assigned to support HOPE Clinic’s Vision, Mission and Values.

QUALIFICATION REQUIREMENTS:
• Excellent communication;
• Interpersonal skill;
• Ability to perform a variety of duties - often changing from one task to another of a different nature without loss of efficiency or composure;
• Basic computer skills required.

EDUCATION and/or EXPERIENCE:
• High School Diploma or equivalent GED is required.
• One (1) year of customer/patient service-related work

LANGUAGE SKILLS:
Ability to read, analyze, and interpret general health and general information with full proficiency in English and other language as listed. Ability to effectively present information and respond to questions from groups or patients, center staff, and the public.

MATHEMATICAL SKILLS:
Basic math skills of addition, subtraction, multiplication, and division.
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 (Burmese, Vietnamese, Chinese, Arabic and/or Spanish with English) 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 receives 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 patients, 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 patient 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 and telephone 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 health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

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

______________________________   __________________
Signature          Date

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Full Name - Printed