

JOB DESCRIPTION

POSITION TITLE:	Medical Assistant Call Center Representative
LOCATION:	HOPE Clinic
REPORTS TO:	Call Center Team Lead
EDUCATION:	High School diploma or GED
WORK EXPERIENCE:	2 years or more in healthcare preferred
SALARY RANGE:	\$15.00-\$18.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
POSITION REQUIREMENTS:	Completion of a program of training for Medical Assistants is required; CMA or RMA is required or must obtain within 3-month orientation period
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

JOB SUMMARY:

Medical Assistant Call Center Agent will be responsible for medical issues/concerns related to health care identifying patient needs and assisting them with but not limited to RX refill status, and dental/medical clearance appointments. Responding to telephone inquiries from callers and ensuring patient satisfaction by providing quality service.

MAJOR DUTIES & RESPONSIBILITIES:

- Answer the telephone promptly and in a polite and professional manner;
- Obtain and enter accurate demographic information into eClinical Works;
- Schedule appointments properly and inform patient of items to bring to appointment;
- Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization;
- Understand when to escalate calls to medical personnel/physicians/managers;
- Act as a liaison for the patients of the clinic;
- Use sound judgment when handling calls, especially with irate patients;
- Positively contribute to staff morale and corporate culture;
- Contact patients for required programs;
- Direct calls to other departments as necessary or routes messages in the EMR to appropriate staff promptly;
- Address clinical topics including but not limited to prescription refill status, dental/medical appointment timeframes/advice, booking patient for vaccine, lab or other services, and providing

- laboratory results once reviewed by a licensed provider.
- Provides health advice based on direction and triage policy for patients calling in with symptoms, directs patients to emergency services when appropriate;
 - Uses recall lists for disease-specific or general lists to recall patients to the clinic;
 - Willingness to work in different departments and/or travel to satellite sites to provide coverage;
 - Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
 - Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of two years in health education, patient navigation, and/or health clinic patient assistance field preferred;
- CMA or RMA is required or willingness to obtain within 3-month probationary period;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Knowledge of Microsoft Office and be able to utilize the Internet;
- Able to use basic office equipment (e.g., computer, copier);
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multi tasks;
- Must be able to handle multiple tasks, complexity, and diversity of patients;
- Insurance and medical experience preferred;
- Must be fully vaccinated against COVID-19 with the recommended dosage.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree preferred. Completion of a program of training for Medical Assistants is required. Experience as a Medical Assistant preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines or governmental regulations. Ability to write reports, health correspondence. Ability to effectively present information and respond to questions from groups or patients 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 (Vietnamese, Chinese, Burmese, Arabic and/or Spanish with English) is required;
- 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 routine, structured and guided by established policies and procedures. Some 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 customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follows 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:

Follows through with patient inquiries, requests and complaints. Forwards 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; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

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 and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name – Printed