

**Fair Haven Community Health Center
Performance Management Program
Job Description & Performance Expectations**

Employee Name:

Job Title: Patient Access Representative (Call Center)

Executive Approval:

Reports to: Patient Access Manager (Call Center)

Responsible Director(s): Patient Access Director

Revised Date: 8.3.15

- I. **Job Purpose:** The Patient Access Representative is an administrative team member who provides the highest level of customer service to patients ensuring efficient, professional and friendly access to the Fair Haven Community Health Center. The Patient Access Representative supports patient care as a front line contact for patients, meeting their needs directly, facilitating their connection to their Care Team, and enhancing patient care through answering calls and scheduling appointments.

II. **Specific Responsibilities of the Job:**

a. Customer Service

- i. Manage a high volume of incoming calls in a call center environment.
- ii. Attempt one call resolution for all phone calls.
- iii. Utilize call center agent software to properly document caller outcomes.
- iv. Utilize Electronic Health Record (EHR) software, to document detailed messages for FHCHC staff with a high level of accuracy.
- v. Redirect callers requiring further assistance, via a “warm/supervised” transfer, to the appropriate individual(s).
- vi. Utilize EPIC to register, schedule, cancel and reschedule appointments.
- vii. Field all caller inquiries and apply critical thinking skills to facilitate efficient resolution of caller’s needs.
- viii. Identify resources for problem resolution and interface/coordinate with different departments as needed.
- ix. Assess caller’s needs and inform them of available options, policies, and procedures.

b. Clerical Work

- i. Provide scanning support when call volume drops. (ex. Lab slips, reports, documents that need to become part of the patient’s electronic medical record).
- ii. Assist with other tasks, as needed and directed by the Patient Access Manager.

c. Positively contribute to Fair Haven Community Health Center

- i. Ensure patient confidentiality and safety.

- ii. Treat patients with dignity and respect.
 - iii. Adhere to all Health, Safety and Infection Control Protocols.
 - iv. Demonstrate the principles of good communication skills.
 - v. Provide excellent customer service and culturally competent care.
 - vi. Engage in performance improvement activities and act as an agent of positive change by looking for innovative ways to improve processes.
 - vii. Positively represent FHCHC to internal and external clients.
- d. Perform other necessary duties as required by FHCHC to achieve the goal of providing excellent primary health care in a Medical Home.

III. Qualifications:

a. Job Requirements:

- i. Demonstrated ability and excellent skills to independently carry out assignments.
- ii. Strong knowledge of medical terminology and relevant procedures.
- iii. Excellent written, electronic and oral communication skills
- iv. Strong telephone communication and call handling skills
- v. Adaptable to work in a fast-paced environment
- vi. Demonstrated ability to work effectively in a team environment.
- vii. Strong critical thinking and problem solving skills.
- viii. Portray a pleasant and respectful attitude when: communicating with coworkers, patients, and internal and external clients; accepting direction and delegated tasks; and receiving constructive criticism.
- ix. Demonstrates sensitivity to patient's comfort, confidentiality and concerns.
- x. Strong computer skills (EHR software, with the ability to type accurately at a minimum of 35 words per minute.
- xi. Oral and written proficiency in English and Spanish.
- xii. Bi-lingual with fluency in Spanish including medical terminology.

b. Education and Experience:

- i. High School Diploma/GED.
- ii. Minimum 1 year as a medical receptionist preferred.
- iii. Customer Service experience required.
- iv. Multi-line phone experience required.
- v. Competency in basic computer software applications and associated office equipment required.

IV. Direction of Others: None

V. Patient Population Served by this Job (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Neonatal/Infancy (Birth-1 year) | <input type="checkbox"/> Geriatric (65+) |
| <input type="checkbox"/> Pediatric (1-12 years) | <input checked="" type="checkbox"/> All Ages |
| <input type="checkbox"/> Adolescent (13-18 years) | <input type="checkbox"/> Not Applicable |
| <input type="checkbox"/> Adult (19-64 years) | |

VI. OSHA Status – Category I Increased Risk Position

VII. Americans with Disabilities Act Requirements - Essential Physical/Mental Demands

- a. **Physical Demands** – Requires walking, bending, sitting, standing, writing, reading, telephone use, data input in to computer, and high level of audio acuity.
- b. **Mental Demands** – Ability to cope with continual changing priorities under potentially stressful conditions
- c. **Manual Dexterity Required**–Ability to use a keyboard, computer, and telephone; use medical equipment requiring fine motor skills.

Americans with Disabilities Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

Employee Signature: _____ Date: _____