



Fair Haven Community Health Center
374 Grand Avenue
New Haven, Connecticut 06513
(203) 777-7411 · www.fhchc.org

Outstanding healthcare opportunity

We are looking for passionate, caring individuals who are interested improving the health of the Fair Haven community. For over 40 years, FHCHC has been a leader in health care in Connecticut and is focused on providing excellent, affordable primary care to all patients, regardless of insurance status or ability to pay. FHCHC is proud to have a diverse and motivated team of professionals who are constantly seeking ways to enhance and improve the health and well-being of all patients.

Job Description

Job Title: Patient Access Representative

Reports to: Patient Access Supervisor

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.

Duties and Responsibilities:

Customer Service

- Manage a high volume of incoming calls in a call center environment.
- Follow internal procedures to accomplish one call resolution whenever possible.
- Utilize call center agent software to accurately document call outcomes.
- Utilize Electronic Health Record (EHR) software, to document detailed patient messages with a high level of accuracy.
- Redirect callers requiring further assistance, via a “warm/supervised” transfer, to the appropriate individual(s).
- Register new patients and update demographic information for patients by entering it into the EHR.
- Obtain insurance and payment information for entry into the EHR.
- Schedule, cancel and reschedule appointments.
- Field all caller inquiries and apply critical thinking skills to facilitate efficient resolution of caller’s needs.
- Identify resources for problem resolution, communicate and collaborate with other departments as needed.
- Assess caller’s needs and inform them of available options, policies, and procedures.



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Clerical Work

- Scan documents into the patient's EHR.
- Assist with other administrative tasks, as needed and directed by the Patient Access Manager.

Positively contribute to Fair Haven Community Health Center

- Ensure patient confidentiality and safety.
- Treat patients with dignity and respect.
- Adhere to all Health, Safety and Infection Control Protocols.
- Demonstrate excellent communication skills.
- Provide the highest level of customer service and culturally competent care.
- Engage in performance improvement activities and act as an agent of positive change by looking for innovative ways to improve processes.
- Positively represent FHCHC to internal and external clients.

Perform other necessary duties as required by FHCHC to achieve the goal of providing excellent primary health care in a Patient Centered Medical Home.

Qualifications and Skills:

- Independently carry out assignments with minimal supervision.
- Bi-lingual fluency in English and Spanish (oral and written) including strong knowledge of medical terminology. (strongly preferred)
- Efficient telephone communication and call handling skills.
- Manage multiple priorities in a fast-paced environment with frequently changing responsibilities.
- Effectively work in a team environment for the common goal of supporting the patient.
- Strong critical thinking and problem solving skills.
- 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.
- Demonstrate sensitivity to caller's needs, confidentiality and concerns.
- Data entry and technological skills: Electronic Health Record or other Practice Management software, multi-lined phone system, call center agent software, ability to type accurately at a minimum of 35 words per minute.



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Technical Qualifications

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

Direction of Others: None

OSHA Status—Category III—Low Risk Position

Generally works in an office environment with no exposure to bloodborne pathogens

Americans with Disabilities Act Requirements:

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.

Essential Physical/Mental Demands:

Physical Demands: Requires walking, bending, sitting, standing, writing, reading, telephone use, data input into computer, pulling medical records,