



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-Appointments

Position Type: Full Time

Reports to: Appointments Supervisor

Job Purpose: To function as part of a health care team, meeting the needs of patients, staff and consumers by answering phones, making appointments greeting patients and visitors. The Patient Advocate assists patients, consumers and staff with any non-medical requests & problem solving to create the most efficient, professional and friendly access to our facilities

Duties and Responsibilities:

- Possesses a pleasant manner and professional attitude
- Understands & addresses the patient's needs in an efficient and friendly manner
- Answers phones & takes messages from appointment line
- Accesses patient information from computer system
- Makes & cancels appointments and sends appointment cards
- Pulls medical charts, files and retrieves records for appointments
- Assists in clerical chart review
- Acts as an interpreter if qualified
- Assists other departments with paperwork as needed and as directed by supervisor
- Ensures patient confidentiality and provides patients with needed information
- Performs other necessary duties as required by the Fair Haven Community Health Center to achieve the goal of providing primary health care

Qualifications and Skills:

Knowledge

- Ability to relate with effectiveness to the public, the patient, and the other staff of the Health Center
- Excellent interpersonal skills and phone etiquette.
- Knowledge of medical terminology and computer data entry.
- Preferably bi-lingual in English and Spanish.



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

Technical Qualifications

- High School diploma or GED with 6 months experience in a medical facility
- Ability to use computer and multi-lined telephones
- Oral and written proficiency in English

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,

Mental Demands: Ability to cope with continual changing priorities under potentially stressful conditions

Manual Dexterity Required: Ability to use a keyboard, telephone