PureView Health Center- www.pureviewhealthcenter.org to apply
Patient Support Services Ambassador (Front Desk Clerk)
$16.45- $19.36 per hour

General Statement

Under general supervision of the Patient Support Services Supervisor, this position performs patient intake and reception duties for PureView Health Center.

Duties and Responsibilities

- Performs patient intake and reception duties for all areas of PureView Health Center
- Schedules and confirms patient appointments; greets and checks in patients
- Interviews patients to complete intake documents
- Takes payments
- Assists patients with requests for information
- Performs accurate preliminary patient data entry
- Maintains records that pertain to medical, dental and mental health
- Answers telephones and directs calls to appropriate staff
- Transmits correspondence or medical and/or dental records
- May receive and route messages or documents, such as laboratory results, to appropriate staff
- Occasional travel required
- Performs other duties as assigned.

Required Qualifications – Experience & Education

The knowledge, skills, and abilities required for this position are typically acquired through a combination of education and experience equivalent to:

- Graduation from high school or equivalent
- One (1) year experience in office support, clerical, or reception
- Associates degree in Business or Office Technology and medical office experience preferred

Knowledge Skills & Abilities

- Knowledge of the PureView Health Center policies and procedures
- PureView Health Center programs
- Excellent intrapersonal and customer service skills
- Electronic medical records policies and procedures
- HIPAA guidelines
- Office methods, practices and procedures

- Business English, composition, spelling and grammar
- Ability to operate personal computers and related software
- Access health records; enter patient information according to prescribed standards
- Communicate effectively and with respect to both patients and staff
- Follow verbal and written instructions
- Work in a team to share responsibilities and duties
- Establish effective working relationships with patients, fellow employees, and supervisors

Special Requirements

Physical Demands

Duties are generally performed in a medical clinic environment where hazards and discomforts are controlled and modifiable. This position requires the ability to stand, bend at the waist, kneel, reach over the head, talk, hear, and see. Position requires knowledge and use of typical office equipment including telephone, copiers, fax machines, and personal computer. Position requires frequent contact with clinic employees and community service agencies and citizens. Position may require occasional visits to other sites.

Reporting Line

This position reports to the following position: Patient Support Services Manager