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| Job Title | Clinic Patient Representative (CPR) |
| Annual Salary | Commensurate with qualifications and experience. |
| Reports To | Chief Clinical Officer |
| Travel Requirements | None |
| Type of Position | Full time/part time |
| Overview | As a Clinic Patient Representative, you will be an essential member of a team-based care environment. You will perform diversified duties including but not limited to scheduling appointments, checking patients in and out for appointments, collecting key information from patients and entering it into the patient management system, and facilitating communications. You will be interacting with patients, families, and team members, and must therefore be able to communicate efficiently and effectively to foster a productive and positive environment. Ability to maintain strict HIPAA compliance and protect patients' confidential health information is critical. |
| Minimum Skills, Experience, and Educational Requirements | <ul style="list-style-type: none"> • High School Diploma or equivalent required. • Excellent communication skills required. • Ability to demonstrate proficiency with office and computer equipment. • Ability and ongoing capacity to multitask. • Ability to maintain strict attendance and punctuality. • Previous medical office experience, including insurance verification process, preferred. • Preference will be given to individuals fluent in Brazilian Portuguese. |
| Responsibilities | |
| <ul style="list-style-type: none"> ▪ Greets patients upon arrival in a courteous and respectful manner ▪ Attends daily morning huddles with clinical team ▪ Assists with COVID-19 screening questionnaires ▪ Distributes Covid-19 home test kits & masks to patients ▪ Provides day to day clinical staff support to include faxing, scanning & other clerical duties as needed ▪ Maintains office supply inventory and submits reorder requests to the RC & HR Manager ▪ Confirms & supports patient check-in and check-out ▪ Schedules and confirms patient appointments. Supports electronic check-ins as needed ▪ Collects demographic, insurance, and referral information. Ensures accuracy and completeness of paperwork collected prior to data entry ▪ Verify and update PCP selection. Ensure patient is scheduled with their own PCP whenever possible ▪ Maintains accurate patient demographics by verifying the information at every patient interaction ▪ Collects and updates insurance information ▪ Collects & records copays and self-pays. ▪ Provide patients with requested documents as needed ▪ Enlists interpreter services as necessary to ensure complete and accurate communication with patients ▪ Maintains front office and waiting area ▪ Receives incoming deliveries & notifies the RC & HR Manager. ▪ Participates in Quality Improvement Initiatives ▪ Consistently strives to provide a positive patient experience through the use of empathetic interpersonal skill in relationships with others ▪ Maintains a professional appearance and attitude. Follows IHC policies and procedures while performing duties. ▪ Attends the All Staff meetings and care team meetings as scheduled ▪ Adheres to IHC attendance policy ▪ Implicit in the spirit of this job description is an expectation that the CPR will work in a highly professional and collaborative manner with all staff members in caring for the Center's patients | |

Kommentar [AS1]: There is usually no information on these until a provider closes the chart, seems like a wasted task