

<b>Job Title</b>	<b>Practice Office Associate (POA) /Front Office Support</b>
Annual Salary	Commensurate with qualifications and experience.
Reports To	Patient Support Services Manager
Travel Requirements	None
Type of Position	Full time/part time
Overview	As the Practice Office Associate, you will be an essential member of a team-based care environment. You will perform diversified office-clerical duties including, but not limited to scheduling appointments and facilitating communications. In this role, you will take and prioritize patient interactions that include telephone, video and face-to-face encounters. Duties include data entry into the patient management system. You will be interacting with patients, families, and team members, and must therefore be able to maintain confidential/HIPAA-compliant, efficient and positive communication in order to foster a pleasant environment and experience.
Minimum Skills, Experience, and Educational Requirements	<ul style="list-style-type: none"> <li>• 18 years or older</li> <li>• High School Diploma or equivalent, required</li> <li>• Previous patient relations, general office or medical/clinical practice experience preferred.</li> <li>• Excellent communication skills and good computer skills</li> <li>• Knowledge of insurance referral process</li> <li>• Ability to demonstrate proficiency with office equipment, technology and software</li> <li>• Polite, well-spoken, solution-seeker attitude</li> <li>• Preference will be given to individuals fluent in Brazilian Portuguese</li> </ul>
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>▪ Greets patients upon arrival in a courteous and respectful manner</li> <li>▪ Schedules and confirms patient appointments and arrival via the electronic means. Supports Phreesia check-ins</li> <li>▪ Completes patient appointment reminders</li> <li>▪ Collects, verifies and records demographic, insurance, and referral information. Ensures accuracy and completeness of paperwork collected</li> <li>▪ Verify and update PCP selection. Ensure patient is scheduled with their own PCP</li> <li>▪ Maintains patient electronic demographics by verifying is correct at every patient interaction</li> <li>▪ Collects, records and receipts insurance/copay/visits money.</li> <li>▪ Care team member, assist in care coordination</li> <li>▪ Print patient clinical summary at each visit if patient does not have a portal account</li> <li>▪ Provide new patient education packet</li> <li>▪ Answers incoming telephone calls. Retrieves messages from voicemail and responds accordingly. Promotes bi-directional language access and understanding of rights and responsibilities on enlisting interpreter</li> <li>▪ Communicates daily with patients, staff, and the public presenting a cheerful appropriate customer service attitude at all times</li> <li>▪ Maintains front office and waiting area, supplies and receiving, as well as patient educational materials distributed from clinic in multiple languages</li> <li>▪ Participates in Quality Improvement Initiatives</li> <li>▪ Consistently strives to anticipate patient's optimum experience, offer explanations, respond to inquiries and needs, provide directions and initiate empathetic interpersonal skill in relationships with others</li> <li>▪ Maintains a professional appearance and attitude while following IHC policies and procedures illustrating both initiative and reliability while performing duties.</li> <li>▪ Attends monthly staff meetings and care team meetings as scheduled</li> <li>▪ Ability to maintain strict attendance and punctuality.</li> <li>▪ Implicit in the spirit of this job description is an expectation that the Practice Office Associate will work in a highly professional and collaborative manner with all staff members in caring for the Center's patients</li> </ul>	

