

Job Title	Practice Office Associate (POA)
Annual Salary	Commensurate with qualifications and experience.
Reports To	Chief Executive Officer, Medical Director, Patient Support Services Manager
Travel Requirements	None
Type of Position	Part-Time 25.5-hours
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 call 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 efficient and positive communication in order to foster a pleasant environment.
Minimum Skills, Experience, and Educational Requirements	<ul style="list-style-type: none"> • High School Diploma or equivalent, required • Previous patient relation experience, preferred. Previous general office experience, preferred. Previous physician practice experience, preferred. • Excellent communication skills and good computer skills • Knowledge of insurance referral process • Ability to demonstrate proficiency with office equipment. • Preference will be given to individuals fluent in Brazilian Portuguese
Responsibilities	
<ul style="list-style-type: none"> ▪ Greets, registers/checks-in patients upon arrival in a courteous and respectful manner ▪ Schedules and confirms patient appointments and arrival via the electronic health record. Performs other various receptionist duties and maintains reception area. ▪ Completes patient appointment reminders ▪ Collects, verifies and records demographic, insurance, and referral information. ▪ Verify and update PCP selection. ▪ Ensure patient is scheduled with their own PCP ▪ Maintains patient electronic demographics by verifying is correct at every patient interaction ▪ Collects, records and receipts insurance/copay/visits money. ▪ Care team member, assist in care coordination ▪ Print patient clinical summary at each visit if patient does not have a portal account ▪ Provide new patient education packet ▪ Answers incoming telephone calls. Retrieves messages from voicemail and patient portal. ▪ Communicates daily with patients, staff, and the public presenting a cheerful appropriate customer service attitude at all times ▪ Participates in Quality Improvement Initiatives ▪ Consistently strives to offer explanations, respond to inquiries and needs, provide directions and initiate empathetic interpersonal skill in relationships with other ▪ Maintains a professional appearance and attitude while following IHC policies and procedures illustrating both initiative and reliability while performing duties. ▪ Attends monthly staff meetings and care team meetings as scheduled ▪ Ability to maintain strict attendance and punctuality. ▪ 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 	