



Position Requirements

POSITION TITLE: Extern – Health Care Associate	DATE: March 2016
DEPARTMENT: Health Center Front Office	REPORTS TO: HCA Supervisor

Position Summary:

The Volunteer Extern Health Care Associate (HCA) shows genuine warmth with patients and has the ability to make them feel comfortable in the health center while providing effective and technically competent clerical assistance to both patients and UHC providers. The HCA Extern ensures complete and accurate information of all patient encounters and charge information and provides complete, accurate and timely posting of all patient encounter data; procedures, diagnosis, demographics and payment collection data. Audit and verify information on data entry document with existing information in patient database. Adhere to policies, procedures, and safety regulations as defined by United Health Centers of the San Joaquin Valley.

Position Responsibilities:

Works closely with the HCA Supervisor and other members of the clinic management team to:

- Provides prompt clerical support; promotes a smooth patient flow; collects and records data accurately; maintains order of the front office, equipment and supplies.
- Achieves the organizational mission to provide health care access for all the members of the community. Helps make sure patients and families get the care they need when they need it.
- Consistently and openly communicates with supervisor and all staff.
- Works flexible or extended hours where necessary.
- Participates in health center in-services and meeting, listening and respecting others' ideas.
- Abides by Rules of Confidentiality.

I. Position Objective I: Focus on Patients Records

- a. Listens attentively to patients' complaints and record all information (e.g. medication, last menstrual period, birth control method) on chart or in electronic health record system.
- b. Consistently secures and protects patient information: keeps paper files out of reach of patients/public. Where active, takes steps to ensure electronic patient information is kept confidential. This is done by activating screen saver, minimizing screen when leaving the area, or log off when walking away from computers for any period of time.
- c. Supports the patient experience by taking initiative to keep patient informed of upcoming procedures and requirements, facilitates patient focus, involvement, and cooperation.
- d. Makes return appointments as appropriate.
- e. Relieves patients' stress and anxiety with clear information.
- f. Provides patients with required educational materials including; vaccine information statements, informs patients of content and answers any questions.
- g. Routes all formal patient complaints/grievances to Site Manager or Department Head. Solves what problems they can at "point of contact."

II. Position Objective I: Focus on Patient Flow

- a. Maintains open communication with the team, routinely checks status of patients waiting to be registered and relays status to the providers.
- b. Communicates with Supervisor to help resolve any patient issues or bottlenecks with rooming patients.
- c. Dismisses patients efficiently (e.g., giving appointment, double check paperwork).

Position Objective II: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. Demonstrates awareness of, and compliance with, organizational mission and objective of UHC to provide health care access and support services for all members of the community.
- c. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and general HIPAA regulations regarding privacy.

- d. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, and patients served, maintaining a professional appearance and positive image for the health centers.
- e. Other work-related duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.

Qualifications:

- High School graduate or GED.
- Enrolled in a training program at an Accredited College is preferred
- Minimum 2 years of experience in a healthcare setting, preferably in an ambulatory care setting

Skill Requirements

- Bilingual (English/Spanish)
- Able to quickly build and maintain rapport with patients and providers of differing backgrounds; team player
- Customer-service oriented
- Familiar with adult learning and general training techniques
- Positive professional insight
- Flexibility and dependability
- Demonstrated good problem-solving skills; sound judgment
- Effective leadership/supervisory skills
- Modern office practices and procedures including email
- Intermediate computer skills
- Attention to detail and excellent follow-through on work tasks
- Able to handle multiple tasks simultaneously

Physical Requirements

- Must be able to lift up to 20 pounds and push up to 50 pounds (on wheels).
- Has ability to speak clearly in order to communicate information to patients and staff.
- Must be able to read and write.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn.
- Must be able to stand for prolonged periods of time.

Signature:	
Print Name:	Date: