



Job Announcement Bilingual Patient Services Assistant

Summary:

The Bilingual Spanish/English Patient Services Assistant helps patients in scheduling their appointments, in registration, financial eligibility, consent for treatment, answers incoming calls, keeps the lobby area tidy and works with team members to provide excellent customer service. Provides back-up support to the Call Center and provides translation services as needed. Ravenswood is an Equal Opportunity Employer.

Principal Duties and Responsibilities:

- Greet and check-in patients
- Schedule patient appointments
- Act as back-up to the receptionist and/or medical records.
- Screen new patients for clinic registration
- Determine patient's chief complaint and assist clinical staff to take information.
- Ability to maintain patient confidentiality.
- Maintain and update patient data accurately.
- Support other functions.
- Promotes Effective Communication, Collaboration and Teamwork among Providers, Staff, patients, RFHC Departments, County Behavioral and Recovery Services, and our Community Partners to ensure optimal patient care in a timely manner.
- Demonstrated experience working effectively with culturally, linguistically, and economically diverse clients and clinic staff.
- Performs other related duties as required and assigned.

Minimum Qualifications:

- High School Graduate or G.E.D. and one year of office work experience
- Bilingual Spanish/English required.
- Excellent customer service skills
- Working knowledge of English, spelling and arithmetic and of office practices and procedures
- Skilled in use of office equipment and computers
- Reliable, organized, accurate and detail oriented; able to understand and carry out oral and written instructions; to maintain complex records and files; and to meet and deal effectively with the public
- Ability to successfully work and interact with all departments throughout the organization.
- This is a highly confidential position requiring mature judgment and compliance with HIPPA, audit requirements and other regulations.
- Experience working in a medical office preferred.

Qualified Applicants should submit their resumes to

resumes@ravenswoodfhc.org

Fax: 650.321.8576