



RAVENSWOOD FAMILY HEALTH NETWORK JOB ANNOUNCEMENT

POSITION TITLE: Patient Services Assistant
FLSA Status: Non-Exempt
REPORTS TO: Front Office Operations Manager

ORGANIZATION

Ravenswood Family Health Center's mission is to improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

POSITION SUMMARY

The Patient Services Assistant (PSA) schedules appointments for patients, helps patients with completing registration and consent for treatment forms, verifies financial eligibility for sliding fees, answers incoming calls, keeps the lobby area tidy, and works with team members to provide excellent customer service. The PSA also provides backup support for the Call Center and provides interpretation services as needed. This is a highly confidential position requiring mature judgment and compliance with HIPPA, audit requirements, and other regulations.

DUTIES AND RESPONSIBILITIES

To be performed in accordance with RFHN Policies and Procedures

1. Greet and check-in patients.
2. Schedule patient appointments.
3. Screen new patients for clinic registration.
4. Determine patient's chief complaint and assist clinical staff to take information.
5. Provide patient registration support for special programs such as flu clinics and COVID-19 testing.
6. Maintain patient confidentiality.
7. Maintain and update patient data accurately.
8. Use and enforce the use of Standard Precautions as required by RFHN policy.
9. Promote effective communication, collaboration and teamwork among providers, staff, patients, RFHN departments, County behavioral and recovery services, and our community partners to ensure optimal patient care in a timely manner.
10. Demonstrated experience working effectively with culturally, linguistically, and economically diverse clients and clinic staff.
11. Performs other related duties as required and assigned.

QUALIFICATIONS

- High School diploma or GED required.
- Bilingual Spanish/English or Tongan/English proficiency required.
- Basic Life Support certification required.
- One year of experience working in health care setting strongly preferred.
- Current California drivers' license and ability to travel between clinics preferred.
- Excellent customer service skills.
- Computer literate in a Windows-based environment.
- 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.
- Able to successfully work and interact with all departments throughout the organization.

Qualified applicants, please submit resume to resumes@ravenswoodfhc.org.