



## **Ravenswood Family Health Center**

### **Position Description**

### **Patient Services Assistant**

**Reports To:** Front Office Manager

**FLSA Status:** Non-Exempt

#### **Summary:**

Under the direct supervision of the Front Office Manager, the Patient Services Assistant provides clerical support and coverage for all support services functions including medical records, medical reception, new patient screening, patient follow-up and referral, appointment scheduling, and translation.

#### **Essential Duties and Responsibilities**

*To be performed in accordance with RFHC Policies and Procedures*

- **Medical Reception/ Patient Check-in Duties**
- Greet patients and visitors in a prompt, courteous and helpful manner
- Answer telephones, provides information, screens calls, takes messages, and/or directs calls to the appropriate individual
- Check-in patients at the front desk, update patient information in the computer, as necessary. Assist patients with ambulatory difficulties.
- Screen new patients for clinic registration introducing them to the services at RFHC and explaining what information to bring to the registration visit
- Register new patients by entering demographic information into the computer, printing out a registration form, having the patient sign the Consent for Treatment Statement, and filing the registration form in the medical record
- Determine patient's chief complaint and assists the clinical staff to take information and screen walk-in patients according to established protocol
- Collect co-payments and payment for certain types of services such as INS physical prior to the visit
- Screen visitors and responds to routine requests for information
- Maintain work area and lobby in neat and orderly manner

#### **Patient Check-out/Appointments**

- Checks-out patients at the front desk area including inputting and maintaining patient information, making return appointments at RFHC, or referral appointments with other providers and verifying that patients have appropriate release forms signed
- Determine charges for services for self-pay patients and collects payment
- Schedule appointments for patients determining patient's chief complaint according to established protocol
- Schedule referral appointments to specialists, hospitals, and other clinics for RFHC patients needing further evaluation
- Conduct phone follow-up for broken appointments, referrals, and as requested by providers
- Send follow-up letters to patients for broken appointments, as requested
- Prepare daily cash transaction log to be sent to billing at the end of each clinic day
- Make daily appointment reminder calls to patients
- Record cancellations and no shows in the computer and gives printed lists to the Clinic Nurse Manager for provider review

### **General Support Services Functions “Secondary Responsibility”**

- Medical Receptionists are cross-trained to provide back-up support to medical records, billing, and for translation services, as needed and requested
- Assist patients in completing forms for medical services, medical records releases, and other information
- Assist providers in completing forms for disability, WIC, pregnancy verification, and other requests to verify patient status
- Provide translation at the front desk and to providers, as needed
- Assist medical records in pulling/reshelving charts and file information in medical records, upon request.
- Other duties as assigned and requested.

### **Qualifications**

- High school diploma or GED required with one year work-related experience in a medical office setting
- Bilingual/biliterate in Spanish/English is preferred
- Knowledge of business office procedures with word processing and computer experience
- Knowledge of grammar, spelling, and punctuation to type patient information
- Ability to sort and file materials correctly by alphabetic or numeric systems
- Ability to speak clearly and concisely and to sensitively interact with patients and providers
- Work experience in the reception area of a doctor’s office or community clinic with knowledge of medical terminology is desirable
- Employee must be bonded since position requires cashiering
- Commitment to support and implement the philosophy, goals, and objective of RFHC
- Ability to work under pressure and handle multiple tasks

### **Qualified Applicants should submit their resume to:**

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org) or mail to

Ravenswood Family Health Center  
1798a Bay Road  
East Palo Alto, CA 94303  
FAX: 650.321.8576

Note: Only qualified applicants will be contacted. Please do NOT call HR and ask for the status of your resume as those calls will not be returned.