



Women's Health Program Assistant Position Description

Position Title: Women's Health Program Assistant
FLSA Status: Non-Exempt
Reports To: Women's Health Program Manager
Hours: Full-Time Position, 40 hours per week

Position Summary:

Under the direct supervision of the Women's Health Program Manager, the Women's Health Program Assistant is responsible for providing clerical support to the Women's Health Department. The incumbent will facilitate patient and paperwork flow in and out of the department including but not limited to scheduling, confirming and re-confirming appointments; contacting patients that no-show for appointments, searching, copying, scanning and sending documents to hospitals and specialists, answering and responding to phone calls and voicemail messages, rearranging patients schedules as needed, performing data entry to track patient status and statistics and other duties as requested.

Essential Duties and Responsibilities

To be performed in accordance with RFHC Policies and Procedures

- **Opening Tasks (daily)**
 - Update white board with staffing information, i.e. staff absences for vacation and sick leaves
 - Check and document refrigerator temperatures on temp logs (morning/evening)
 - Perform QC on department lab specimen collection items in soiled utility room
 - Check expiration dates on pod supplies used in patient care
 - Update front office staff about department staff/provider absences

- **Chart Scrubbing and Patient Flow**
 - Review provider schedules in the department
 - Call all unconfirmed patients and reconfirm patients for the day
 - Use reporting tools and EHR to assist care teams with planning visit for scheduled patients.
 - Make sure all outside records, for new or existing patients, are obtained and scanned into the EMR prior to visit (i.e. referred/transfer notes, lab results, ultrasound and specialty notes)
 - Review previous visit note and assure all records and/or results are in the EMR
 - Track and follow up on referrals, test results, medication prior authorizations, and other care coordination activities.
 - Review if patient has enrolled on the Patient Portal (assist staff with enrolling patients)

- **Scheduling Appointments**
 - Assist staff with making new, follow up, or specialty appointments for patients
 - Reschedule appointments for patients who no showed to their appointments
 - Document attempts to reschedule no showed patients in the EMR

- Assist patients with scheduling appointments with Enrollment and Eligibility to update or enroll in health coverage program
- Coordinate specialty and maternity care with Valley Medical Center for Valley Health Plan patients
- Schedule Centering Pregnancy visit
- **Clerical Duties:**
 - Work with Department Manager to help resolve missing office or medical supplies, broken machines, etc.
 - Answer the Women's Health Department phone
 - Retrieve and follow-up on messages
 - Retrieve and send faxes
 - Correspond with patients regarding prescriptions to pick up, rescheduled or upcoming appointments, registration for maternal delivery and transfers to hospital, etc.
 - Correspond with Hospital regarding patient transfers, sent or received medical records, etc.
 - Assist with making patient packets and copies for the CPSP staff
 - Manage hospital registrations and patient forms
 - Coordinate delivery of records to LPCH Medical Records department
 - Order office/medical supplies as needed, as well as FFACT materials and AFP forms and educational materials.
 - Send documents to Health Information Management System (HIMS) to be scanned
 - Data Entry and Data Management
 - Manage and update active prenatal case list
 - Manage and update patient delivery list
 - Manage list of Labor and Deliver records that are being sent out to LPCH
 - Update CPSP intake and postpartum information in i2i (quarterly)
 - For transferring in patients, enter previous labs into patient's EMR
- Maintain a calm and positive demeanor
- Treat all patients and staff with courtesy and professionalism
- Foster an environment that promotes trust and cooperation
- Other duties as assigned and requested

Qualifications

- High school graduate with at least 2 years work-related experience in a doctor's office, clinic or hospital setting
- Familiarity working with scheduling systems, working with NextGen a plus
- Computer literate in a Windows based environment
- Detail-oriented and organized with a high degree of accuracy
- Excellent customer service
- Ability to communicate tactfully and effective orally and in writing
- Experience working effectively with a multi-cultural and economically diverse population
- Bilingual Spanish/English required

Submit Resumes to: resumes@ravenswoodfhc.org

FAX: 650.321.8576