

EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)
JOB DESCRIPTION

Position Title: Care Access Specialist

Reports to: Lead Staff assigned to Care Access

JOB SUMMARY: This position acts as the initial contact for patients seeking our services and therefore is critical to the effective flow of daily services and overall entity productivity. In addition, this position will enhance patient/entity relations by providing an easily accessible, culturally sensitive way of obtaining information regarding services.

ESSENTIAL FUNCTIONS:

1. Maintains the highest quality customer (patient) service skills in greeting all incoming patients who present for appointed or same day walk-in services
2. Completes initial demographic and insurance intake on all ETCHSI patients
3. Updates demographic and insurance information at each visit to help insure compliance with data reporting and fiscal performance measure indicators
4. Works with the patient to accurately complete all non-clinical consents and releases prior to releasing the patient for services
5. Effectively "checks" patient in for services and creates the initial service tracking ticket
6. Schedules-Reschedules patient appointments appropriately and in a timely manner.
7. Follows current Appointment Guidelines for scheduling and rescheduling of all ETCHSI patients
8. Ensures equipment is properly used and maintained and reports any mechanical issues in a timely manner.
9. Uses proper telephone etiquette and promptly transfers calls, when appropriate to other ETCHSI personnel.
10. Does not make or receive excessive personal calls.
11. Gives instructions clearly and tactfully when necessary.
12. Clarifies instructions received as needed.
13. Politely and effectively works with patients concerning the collection of past due balances
14. Serves as back-up to other clerical staff within the Business Office
15. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
16. Does not use Spanish language skills in such a way as to create an uncomfortable work environment between bi-lingual and non-bilingual staff.
17. Performs all other duties as assigned.

GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:

1. Maintains confidentiality of patients and provides services in a professional manner.
2. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
3. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
4. Exhibits cleanliness and orderliness in personal and work habits.
5. Follows appropriate chain of command.
6. Responsible for personal growth and professional development. Identifies and meets educational needs for self.
7. Receptive to guidance and constructive criticism.
8. Attends ETCHSI educational programs.
9. Attends and participates in staff meetings.
10. Demonstrates a willingness to participate and follow through with special projects and committees.
11. Abides by ETCHSI attendance policy and established procedures for notification in case of absence.
12. Takes initiative in resolving problems and conflicts.
13. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
14. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
15. Familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
16. Uses appropriate body mechanics and follows safety procedures.
17. Obtains annual TB test and attends Safety Recertification annually.
18. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

EDUCATION:

High School diploma or equivalent

EXPERIENCE:

Previous medical office experience preferred.

LICENSURE:

None required.

SKILLS:

Requires frequent patient contact. Requires the ability to communicate effectively with a broad range of clients with varying cultural backgrounds. Strong organizational skills, the ability to accurately manage and explain detailed information, and the ability to do multiple tasks. Knowledge and understanding of the needs of the disadvantaged person and the community environment and resources available. Bilingual (English-Spanish) preferred. Requires the

ability to distinguish letters or symbols. Requires the use of office equipment such as but not limited to computers, telephones, fax machines and copiers.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing and walking for extensive periods of time. Requires frequent bending, stooping, or stretching.

OSHA CLASSIFICATION: II

FLSA CATEGORY: Non-exempt

JOB CLASS: Office Clerical

ETCHSI reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with the EEOC 29 CFR Part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if they do not constitute undue hardships upon this organization.