



Come work for “The Heart of the Community”. Exciting opportunity to join a fast-paced medical team within a growing community health center. **HealthFirst Family Care Center, Inc.** provides comprehensive services including medical care, dental care, obstetrics, cardiology and gastroenterology services, health education, health assessment and screenings.

Front Office- Medical Patient Service Representative

We are currently seeking a professional, positive, full-time (40 hours per week) **Medical Patient Service Representative** for our front office. The Patient Service Representative must enjoy working with culturally diverse children and families in providing comprehensive patient care. Under the direction of the Patient Service Representative Supervisor, the **Patient Service Representative** will be responsible for providing reception, patient registration and clerical services that support the operation of the health center. This position is responsible for registering existing and new patients according to policies and procedures that facilitate patient flow, verifying and updating patient information, co-payment collection, and insurance verification. The **Patient Service Representative** may have varying hours including nights and Saturdays.

Work Schedule

Monday-Fridays

10:00am – 6:30pm

Required Qualifications:

- Strong computer knowledge
- Excellent verbal and written communication skills
- Extraordinary customer service skills
- Ability to handle confidential information in a professional manner and in accordance with HIPAA guidelines
- Must have a minimum of a High School Diploma or equivalent
- Certification in Medical Assisting, Medical Office or Medical Secretary or experience working in a healthcare environment within reception/registration is preferred
- Experience working with Electronic Medical Records (EMR) required
- Bi-lingual/tri-lingual required (English, Spanish, and/or Portuguese) preferred

Competencies

- High level of customer service and a positive approach to work with patients. Projects positive attitude about the department and the health center, and offers services to ensure positive experience
- Ability to maintain an organized work area and work collaboratively as a member of a team.
- Time management skills
- Ability to handle confidential information in a professional manner
- Works well under pressure to manage stressful situations
- Uses sound judgment and confidence.
- Ability to multi- task.
- Detail-oriented and accurate.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

HealthFirst Family Care Center, Inc.'s Mission Statement: Is to foster, through both direct services and collaboration, high quality, comprehensive primary health care which meets the needs of a diverse community regardless of race, color, national origin, religion, sexual orientation, gender identity, disability, age, or income and to provide access to health care to those who would not otherwise seek it.

HealthFirst Family Care Center, Inc. is an Equal Opportunity Employer (EOE)