



Exciting opportunity to join a fast-paced medical team within a growing federally qualified community health center. **HealthFirst Family Care Center, Inc. “The Heart of Our Community”** provides comprehensive services including adult/pediatric medical care, health education, health assessment and screenings, gynecology, cardiology, behavioral health, substance use treatment, and adult/pediatric dental care. We are currently seeking a motivated, **Full-Time (40 Hours Per Week) Medical Patient Service Representative** that enjoys working with culturally diverse children and families in providing comprehensive patient care.

Medical Patient Service Representative Summary

This position is responsible for registering existing and new patients according to policies and procedures that facilitate patient flow, patient information, co-payment collection, insurance verification; provide reception, patient registration and Medical Records services that support the operation of the health center; answer incoming phone calls utilizing Health Center policies to solve patient issues and directing calls as needed.

Schedule

Mon, Wed, Thurs, Fri: 9:30 am – 6:00 pm

Tues: 11:30 am – 8:00 pm

Rotating Saturday’s 9:00 am – 1:00 pm

Required Qualifications

1. Must submit a CORI release form and demonstrate proof of being free from disqualifying information.
2. Strong computer knowledge.
3. Excellent verbal and written communication skills.
4. Extraordinary customer service skills.
5. Ability to handle confidential information in a professional manner and in accordance with HIPAA guidelines.
6. Ability to use multiple telephone lines.
7. Must have a minimum of a High School Diploma or equivalent.
8. Health Information, Medical Office or Medical Secretary preferred.
9. Experience working with Electronic Medical Records preferred.
10. Experience working in a healthcare environment within Reception or Registration is a strong plus.
11. Bilingual skills (English, Spanish/Portuguese) preferred.

Competencies

1. 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.
2. Ability to maintain an organized work area and work collaboratively as a member of a team.
3. Must possess excellent oral and written communication skills and time management skills to effectively communicate with patients.
4. Experience working with E- Clinical Works.
5. Strong knowledge of Medical insurance covered required.
6. Ability to handle confidential information in a professional manner.



7. Works well under pressure to manage stressful situations.
8. Uses sound judgment and confidence.
9. Ability to multi- task.
10. 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.

Benefits include: **excellent compensation**, 3.2 weeks of paid time off, 3 personal days, and 12.5 paid holidays; reimbursable licensing fees and continuing education credits; employer contributed health, dental, vision, life insurance, long term disability and retirement contributions; voluntary flexible spending accounts and disability/critical illness coverage.

Learn more about us by checking out our [website](#) and [company video](#).

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

HealthFirst celebrates and supports diversity and varied perspectives. We strive to eliminate discrimination and to hire applicants of diverse backgrounds, cultures and thoughts. HealthFirst does not discriminate against any individual on the basis of race, color, national origin, religion, sex (including pregnancy/breastfeeding, transgender status, and sexual orientation), age, physical or mental disability, genetic information, or any other protected class.