



TEMPORARY PATIENT SERVICES ASSOCIATE JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff work as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Patient Services Associate is responsible for performing a variety of administrative office duties which contribute to the successful operation of the Medical Records Department, specifically delivery of affordable, quality healthcare to women, children and men. As a critical team member of the Patient Services Department, Medical Records assistants may also provide support for the call center or front office. This position requires exceptional critical thinking, good patient relations, organizational and time management skills, and a strong attention to detail.

Classification: Temporary, Full-time, Hourly, Non-exempt

Location: Admin or Clinic

Reports to: Chief Operations Officer

Hours: Monday-Friday; 40hrs/week

Language: Bilingual in English/Spanish Preferred

Pay Range: \$23.23-\$27.32 per hour, DOE. Plus \$0.50/hour bilingual differential Spanish/English.

Qualifications:

Minimum Qualifications:

- High School Diploma or GED.
- Experience and/or interest in health care.
- Technical competency with computers.



- Excellent patient/customer service, communication and follow-through skills.

Desirable Qualifications:

- BA or college coursework related to health care, preferred.
- Previous experience in a primary care health care setting, especially Medical Records experience.
- Bilingual in English and Spanish.
- Ability to work at least some evenings and Saturdays as required for organizational staffing support.

Skills & Knowledge:

- Knowledge of standard healthcare practice policies and procedures.
- Experience working with computers and knowledge of Microsoft Office software products.
- Ability to work with practice management and EMR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practices.
- Knowledge of HIPAA regulations.
- Excellent verbal and written communication skills.
- Ability to work independently and to use good judgment.
- Ability to work effectively and harmoniously with co-workers.

CORE JOB RESPONSIBILITIES :

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

- Using computers for locating, filing, preparing, and routine of patient documents, correspondence, and external medical records.
- Accessing outside health center portals to retrieve and download patient medical records for inclusion in EMR (current EMR is OCHIN EPIC).
- Scanning documentation into EMR per protocols.
- Preparing documentation for provider signature as it relates to prior authorizations for medications, prescription assistance programs and state or federal forms.
- Operating copy and/or fax machine upon instruction.
- Assisting administrative staff on special projects.
- Participating in the design and implementation of new workflows.
- Attending required meetings, and training.
- Ensuring protection of individually identifiable health information per HIPAA regulations.
- Other duties as assigned.



GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Has the ability to produce desired results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT AND COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

BENEFITS THAT SUPPORT YOU:

We offer a competitive and comprehensive benefits package to support employee well-being and work-life balance. Benefits are available to employees working 20 or more hours per week, and include:

- Employer-subsidized medical, dental, vision, and life insurance
- Optional coverage: pet insurance and other supplemental plans
- Coverage begins the first of the month after 30 days of employment
- Paid time off and holidays starting on day one
- 401(k) plan with 2% automatic enrollment and 2% employer match
- Wellness reimbursement and telecommuting stipend (as applicable)
- License and certification fee reimbursement (as applicable)

Internal Staff: Internal staff who transition into this position will retain their current benefits, tenure, PTO accruals, and retirement matching as applicable, with no lapse in coverage

Santa Cruz Community Health is an Equal Opportunity Employer (W/M/V/D).