



Job Announcement

Patient Services Representative: Medical Records

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

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

Position Summary:

Under direction supervision of the Patient Services Manager, the Medical Records Assistant 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. This position will be expected to demonstrate exceptional critical thinking, patient relations, organizational, and time management skills.

Reports to: Patient Services Manager

Normal work hours: 40

Classification: Full-time, non-exempt

Primary Responsibilities

- Use computer for locating, filing, preparing, and routing of patient documents, correspondence, and external medical records
- Accessing outside health center portals to retrieve and download patient medical records for inclusion in eCW (electronic health records system)
- Scanning documentation into eCW per protocols
- Preparing documentation for provider signature as it relates to prior authorizations for medications, prescription assistance program and state or federal forms
- Operating copy machine and fax machine upon instruction
- Manages Fax Inbox (routing faxes, prescription requests, DI results)
- Respond to record requests from patients and outside facilities

Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

Minimum Qualifications

- High School Diploma or GED
- Experience and/or interest in health care
- Technical competency with computers
- Ability to work at least 2 evenings per week and some Saturdays
- Excellent patient/customer service, communication and follow-through skills

Desirable Qualifications

- Bachelor's Degree in health or related field
- Previous experience in a primary care health care setting, especially Medical Records experience
- Bilingual in English and Spanish
- Local candidates preferred

SALARY & BENEFITS

Competitive hourly rate based on skills and experience. Paid time off accrual and paid holidays from date of hire. Employer subsidized health, dental and life insurance, voluntary vision and tax-deferred annuity plan after 30 days of employment with a satisfactory review.

APPLICATION PROCESS

To apply, complete employment application found on the Careers page of our website: www.SCHhealthcenters.org/Careers. Submit application along with current resume and letter of interest to human resources. No phone inquiries please.