



Patient Services Associate Job Announcement

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 of our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

Under direct supervision of the Patient Services Manager, the Patient Services Associate is responsible for performing a variety of administrative duties which contribute to the successful delivery of affordable, quality healthcare to patients of the Santa Cruz Community Health Center. The Patient Services Associate position supports the call center team with assistance in making/receiving calls and coordinating messages as well facilitates the processing of medical records requests to and from the organization. This position requires exceptional critical thinking, patient relations, organizational and time management skills, as well as attention to detail.

Classification: Full-time, non-exempt

Evening/Saturday shifts may be required as part of Team Based Care and organizational staffing support

CORE JOB RESPONSIBILITIES:

Operations

- 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.
- Scanning documentation into eCW per protocols.
- Preparing documentation for provider signature as it relates to prior authorizations for medications, prescription assistance programs and state or federal forms.
- Assist with chart purging
- Operating copy and/or fax machine upon instruction.
- Assisting administrative staff on special projects.
- Participate in the design and implementation of new workflows.
- Attend meetings, participate in organization committees, and attend trainings.
- Ensure protection of individually identifiable health information per HIPAA regulations.
- Other duties as assigned.

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad.

Communicating Effectively: Communicate in a respectful tone and manner, communicate issues in a timely manner, communicate well with others, write and/or type clearly and accurately in a variety of context and formats.

Patient/Customer Focus: Provides patient-centered customer service, ensures commitments to patients are met, and demonstrates the ability to deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization.

Promotes Talent: Values the difference that each employee makes and connects their role to organizational and team success.

Supporting Change: Embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.

QUALIFICATIONS

One year experience in a healthcare setting. Experience working in a highly service-oriented environment where metrics and measurement tools are leveraged to assess results; experience working with multiple healthcare service lines.

Preferred Qualification: Bilingual in English and Spanish. Experience working with under-resourced populations.

Skills & Knowledge: Knowledge of standard healthcare practice policies and procedures. Experience working on computers and Knowledge of Microsoft Office software products. Ability to work with practice management and EHR systems. Knowledge of health insurance plans. Knowledge of healthcare terminology, procedures, and practice. 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.

WORK CONDITIONS

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

ENVIRONMENT:

- Approximately 80% of the time performing job duties is spent indoors, within a standard clinic environment.
- Approximately 60% of the time is spent on the computer.



- Approximately 40% of the time is spent interacting with patients and colleagues.
- Noise level in the work environment is usually moderate.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.

PHYSICAL DEMANDS:

- **Seldom (1–5%):** smell, drive, and reach above shoulders
- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs
- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

MACHINES, TOOL AND EQUIPMENT:

- **Seldom (1–5%):** automobile
- **Occasionally (6-33%):** copier, fax, and 10-key calculator
- **Frequently (34-66%):** computer
- **Continuously (67-100%):** writing instruments and telephone

TRAVEL:

- This job requires some travel (20%-30%).

SALARY and BENEFITS

This is a full-time, non-exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance after 30 days of employment with a satisfactory review. Employer sponsored 2% retirement match.

APPLICATION PROCESS:

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).