



Patient Services Associate Job Announcement

Santa Cruz Community Health (SCCH) 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, more than 45 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 SCCH 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 Santa Cruz Community Health. 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, Hourly, Non-exempt
Hours: Days/Evening/Saturday shifts may be required
as part of Team Based Care and organizational staffing support

Reports to: Patient Services Manager
Location: Administrative

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

- 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:

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. Ability to produce 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.

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
- Ability to work at least some evenings and Saturdays as required as part of Team Based Care and organizational staffing support

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



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.

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, vision and life insurance the 1st of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with 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.

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