



Job Announcement

Position: Patient Services Clerk
Supervisor: Patient Services Manager
Type of Position: Non-Exempt Position – Full Time
Starting Pay: DOE
Closing: Open until filled

Qualifications:

Excellent computer, phone, people, and organizational skills required. High attention to detail and accuracy is vital. Self-motivation and patience along with some knowledge of medical coding and billing are a plus. Ability to speak a foreign language is an asset.

Responsibilities:

The Patient Services Clerk is the line between the patient and the clinic. Answering multiple phone lines, checking patients in and out, accepting payments, assisting with patient paperwork, entering data accurately into the Electronic Health Record (E-HR), scanning data into patient records, and faxing information are among the duties of the position. Some weekend and holiday work may be required during the commercial fishing season.

The Electronic Health Record (E-HR):

The Electronic Health Record (E-HR) is Camai CHC's patient and billing database. As part of the Camai CHC patient care team, the Patient Services Clerk is tasked with entering information into the E-HR. Accuracy in the E-HR system is vital. It is expected that information will not only be entered, but also reviewed for accuracy. Communication with lab assistants, providers and billing staff is equally vital to patient care E-HR workflow.

Duties:

- Answer multiple phone lines.
- Schedule appointments for multiple providers.
- Field patient questions, routing them to the right sources for answers.
- Ensure the waiting room area is pleasant and welcoming.
- Check patients in and out, ensuring all patient paperwork is fully complete and legible.
- Enter patient information into the Electronic Health Record (E-HR).
- Scan documents into the E-HR.
- Review entered patient information for accuracy.
- Verify insurance coverage.
- Collect co-pays and slide amounts at time of service.
- Process credit card payments.
- Fax information to physicians, hospitals, pharmacies, courts, etc. as needed.
- Communicate with and work collaboratively with medical and billing staff.
- Other duties as deemed necessary for the patient care team.

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