



Clinica Msr. Oscar A. Romero Community Health Centers

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Job Description

Position Title: Front Office Clinic Assistant

Department: Medical

Position Reports To: Office Manager

Send us your resume to: jobs@clinicaromero.com

Position Summary:

Offers friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience while at Clinica Romero. Assist with the provision of quality services in the areas of scheduling, patient flow, information and clerical tasks. Maintains accurate information on each patient to facilitate the patient encounter. Uses Med-informatics system to expedite patient scheduling, pre-registration, and check-in. Supports Clinica's Mission Statement and complies with the policies and procedures of the Organization.

Responsibilities:

- Register patients for clinical appointments / Walk -Ins using computerized database.
- Obtains Updates/Modifies patient's demographic data in person or by phone.
- Enter and retrieve patient medical data from computer terminal updating entries as necessary.
- Super bill must be revised for accuracy and completion.
- Compare Super bill required info with data in computer system and medical record: make Corrections as needed.
- Initiate billing forms and interview clients for eligibility determination of varied programs that are Part of the financial screening process.
- Verifies eligibility for all Medic-Cal / Hap patients on POS or Internet system, prints out
- Verification and attaches to patients encounter.
- Audit medical record for accuracy and completeness, note deficiencies and refer for appropriate follow up and completion.
- Receives and greets patients offer assistance and direction to patients and visitors entering Clinica.
- Assist patients or family members with completion of varied registration forms.
- Initiate new patients' record number and chart.
- Prepare charts for clinic services.
- Provides useful information to callers and visitors or refers request/questions to

Pico-Union/Westlake: 123 SOUTH ALVARADO ST., LOS ANGELES, CA 90057. TEL: 213 989-7700, FAX: 213 989-7702
Boyle Heights/East Los Angeles: 2032 MARENGO ST., LOS ANGELES, CA 90033. TEL: 323 987-1030, FAX: 323 221-4528

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appropriate Departmental personnel on such matters as clinics hours and services provided by Clínica.

- Schedules appointments and keeps advised of scheduling needs and changes.
- Maintains familiarity with various types of Medi-Cal Health Plans to explain these plans.
- Collect donations from patients, completes all forms required and submit donations with reports to administration.
- Answers incoming calls, take messages, transfer calls and provide information to other departments upon request.
- Assist in the compilation of data for regular and special reports.
- Verify accuracy, validity and completion of super bill encounters, proofreading computer display: make corrections as needed. For completion and accuracy for appropriate reimbursement
- Assist with translation when necessary.
- Assist in the training of new personnel.
- Make appointment reminder phone calls to patients' schedule.
- When required must work in Medical Records Department.
- Completes assignments by the end of the scheduled shift.
- Seek out additional duties to promote continuity of operations.
- Demonstrate a positive, can do attitude in responding to employee and patients' needs.
- Attends In-Services and / or trainings.
- Assure timeliness of services to patients and looks after their comfort while on premises.
- Operations of standard office machine.

Observes CMOAR policy/procedures regarding conduct in the work place:

- Observe regulations on time card use and reporting Maintain attendance as per policy
- Maintain a clean and safe work area.
- Observe general Safety/Employee Health policies and procedures including Fire regulations. Maintain a current annual health screening.
- Maintain the privacy and confidentiality of clients with regard to personal records and program issues development.
- Display clearly visible identification.
- Treats all employees, clients, neighborhood committee members with respect, dignity and in a courteous and professional manner in accordance to non-discriminatory policies and procedures and Union Agreement.
- Conduct only work related conversations when clients are waiting for service.
- Do not discuss other staff members, policies, problems or medical care in public areas of clinic.

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Qualifications/Requirements:

- Experience in a medical office setting Preferred.
- Good verbal and written communication skills, English/Spanish. Computer experience.
- Must have strong customer-service orientation. Must have strong team orientation
- Typing at least 25 wpm.
- High School Diploma or Equivalent.
- Ability to handle multiple tasks and work in a busy environment.
- Able to promote and provide the means for a working team relationship within front office and other departments.
- Organized, flexible, thoroughness, dependability and attention to detail.
- Able to handle heavy telephone duty.
- Able to work and communicate effectively with people of diverse culture.

Clinica Msr. Oscar A. Romero is an Equal Employment Opportunity Employer

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