**MISSION**

Delivering patient centered, accessible, quality-driven, medical, dental, and behavioral healthcare, to all generations to strengthen the health status in the communities we serve, regardless of the ability to pay.

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**JOB DESCRIPTION**

**POSITION:** Patient Services

**Reports to:**
Patient Services Coordinator / Chief Operations Officer

**Revised:** Nov 2016

**Department:** Clinical

**FLSA:** Non-Exempt

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**Position Summary:** The purpose of this position is to promote a high level of customer service and a caring environment for patients; always acting in the best interest of the patient. Responsible to assist patients in scheduling and registering for appointments, to receive and document accurate information from patients, answer incoming phone calls, record concise phone messages, direct calls to appropriate personnel, request medical records, and to conduct NCHC business with the highest degree of ethics.

**Supervision Exercised:** None

**Position Responsibilities:**

1. Greet and direct patients in a friendly and timely manner.
2. Prepare clinic charts for daily provider visits.
3. Prepare and maintain patient charts according to NCHC policy.
4. Answer, screen and direct incoming telephone calls appropriately.
5. Relay messages and schedule appointments promptly and accurately.
6. Accurately register and update current patient demographic in the information management systems.
7. Instruct patients how to complete appropriate paper work and reviews for completeness.
8. Assist patients with program enrollment information.
9. Collect co-pays from patients according to NCHC policy. Receive payments and give receipt to patient.
10. Place documentation on charts for provider review. File charts and documents, such as dictation, labs, x-rays, H & P’s and referrals accurately and in a timely manner.
11. Communicate with clinic staff to assure efficient patient flow.
12. Assure the completion of Encounter Forms and requisitions, including lab and x-ray forms, as needed.
13. Demonstrate respect and understanding of confidentiality for patients, staff and others according to facility policy. Responsible for disclose of health information as requested from various sources in accordance with the established HIPAA policies.
14. Assist nurse in preparing exam rooms and restocking supplies.
15. Prepare ER Encounter Forms.
16. Assist with reports to maintain federal funding as requested.
17. Assist with updating policies, procedures and forms.
18. Train other team members on job functions and information management system applications as necessary.
19. Assist other NCHC team members when needed and as time permits.
20. Participate in NCHC staff meetings and other scheduled meetings as instructed.
21. Adhere to the mission and values of Northland Community Health Center.
22. Other duties as assigned.
Position Qualifications:
1. Skill in providing excellent customer service and support; organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication.
2. Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic and professional backgrounds.
3. Ability to work effectively with managers, co-workers, members of the public and professional groups.
4. Ability to communicate effectively, clearly, concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate positive/proactive customer service attitude. Consistently maintains ethical behaviors exemplary of quality public service and fair standards, inclusively, among all employees and members of the public.
5. Ability to work as an effective team member; function independently, exercise sound judgment and initiative; be flexible to shift priorities; maintain confidentiality; establish and maintain effective interpersonal work relationships, effectively assist providers; work toward goals and objectives of draft priorities.
6. Ability to follow NCHC Clinic practice guidelines – including adhering to the NCHC immunization policy and the NCHC Mission and Vision and NCHC Corporate Compliance Policy.
7. Ability to receive constructive feedback including evaluation of provider’s productivity and practice attributes.
8. Other duties as assigned, including but not limited to participation on clinical committees, providing education, Quality Review and/or other activities.

Minimum Qualifications:
1. Ability to perform each position responsibility satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.
2. Ability to understand that safety is a condition of employment. Unsafe acts or conditions will be reported to the supervisor or Site Coordinator.
3. Must be computer literate with ability to enter information in the NCHC EHS system and compile reports or data as requested.
4. Must be able to read, write and speak English.

Education and/or Experience:
- High School diploma or equivalent, REQUIRED;
- Healthcare Experience, PREFERRED.

License and/or Certification:
- Current CPR certification required
- Valid North Dakota Driver’s License
- Current Immunization Records
- Current PPD

Special Requirements:
- Must be willing to travel between NCHC health centers. Must be willing to work evening hours and weekends if necessary.

Appearance Standards: This position shall follow the appearance standards as outlined in the NCHC Personnel Appearance Policy.
While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

**Physical Requirements:**

<table>
<thead>
<tr>
<th>NCHC CLINICAL STAFF</th>
<th>Not Applicable</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Stand</td>
<td>X</td>
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<tr>
<td>Vision – near</td>
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<tr>
<td>Vision – w assistance</td>
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<td>Walk</td>
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<td>Sit</td>
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<tr>
<td>Reach outward</td>
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<tr>
<td>Reach above shoulder</td>
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<td>X</td>
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<tr>
<td>Climb</td>
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<tr>
<td>Crawl</td>
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<td>Squat/kneel</td>
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<td>Bend</td>
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<td>Lift/Carry</td>
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<td>10lbs or less</td>
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<td>11-20 lbs</td>
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<td>21-50 lbs</td>
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<td>51-100 lbs</td>
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<td>Over 100 lbs</td>
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<td>Push/Pull</td>
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<td>12 lbs or less</td>
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<td>13-25 lbs</td>
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<tr>
<td>26-40 lbs</td>
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<tr>
<td>41-100 lbs</td>
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</table>

Activity does not apply to this position

Occasionally: Position requires this activity up to 33% of the time (0-2.5 hours per day)
Frequently: Position requires this activity from 33%-66% of the time (2.5-5.5 hours per day)
Constantly: Position requires this activity more than 66% of the time (5.5 hours + per day)

**Travel:** □ is not required  It is anticipated that travel will be: □ 5% - 10%  □ 50% - 75%
□ 10% - 25%  □ 75% - 90%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. Northland CHC will inform the employee when changes in the respective job description are made.

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.