

Primary Care and Hope Clinic Patient Services Representative

Address: 1453 Hope Way Murfreesboro, TN 37129

Website: www.hopeinc.org

Organization Overview: The mission of the Primary Care and Hope Clinic is to improve the health and well-being of the communities we serve by providing excellent and compassionate care, accessible to all. The Primary Care and Hope Clinic provides a medical home for the uninsured that consists of the sustained and integrated delivery of preventive, acute, chronic and behavioral health services. As a primary care safety net provider, the Primary Care and Hope Clinic assumes ongoing responsibility for health maintenance and disease management, emphasizing continuity of care over the entire spectrum of health care services. of volunteers, businesses, educational, civic, religious, professional and governmental institutions. By involving the entire community, the Primary Care and Hope Clinic can operate as a responsible steward of its charitable resources while providing quality, affordable healthcare for the uninsured and underserved. Services encompass not only the physical examination, but provision of lab work, x-ray diagnostics, behavioral health services, medications and social services. The facility was completely funded through donations from the community including 2.4 acres of land donated by the City of Murfreesboro and a grant from the Christy Houston Foundation.

Position Description: Under general supervision, but in line with established PC&HC policies and procedures, provide a variety of service functions. •Represent PC&HC to the patients in a courteous and professional manner. Provide prompt, efficient and accurate patient service. •Greet, assist and direct patients appropriately. •Assist patients in making appointments with assigned provider. •Assist in Call Center by answering telephone, screens calls, provides information to patients and other callers as directed. •Treat all patient information confidentially and in accordance with established HIPAA regulations. •Make patient appointments in accordance with PC&HC scheduling guidelines. •register patients, obtain and enter all necessary demographic and insurance related information needed as record for registration and billing of all patients' visits. •Coordinate information from patients to ensure accurate billing and maximum reimbursement. •Establish a new electronic patient account/record and accurately enters all patient information into the computer system according to established procedures. •Update and correct patient account information in the computer system during each visit. •Ensure new and updated documentation is filed in the medical record. •Medical Record administration. •Verify insurance coverage eligibility prior to the provision of services according to established procedures. •Inform patient of and collect co-pays and deductibles prior to scheduled services. •Prepare and issues receipts, process credit card payments. •Maintain a work area that reflects a professional environment at all times. •Assist in the opening and closing security procedures of the building. •Fill-in for absenteeism, including at other PC&HC locations. •Perform all other duties as required or assigned.

Minimum Qualifications: •Must be 18 years of age or older. • Must have a High School diploma or equivalent.

•Must have ability to manage a fast paced environment without sacrificing efficiency and accuracy. • follow all HIPAA and OSHA requirements. •Must be able to operate or have ability to be trained to operate office equipment. •Must be supportive of our mission in order to provide healthcare to the underinsured and uninsured.

Application Instructions: Please send resumes to jobs@hopeinc.org

Desired Start Date: Immediately

Position Location: Murfreesboro

Position Type: Part time

Salary Type: Hourly

Wage Amount: \$13.00 per hour

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