**Patient Services Representative**

Charles B. Wang Community Health Center is seeking to hire a full-time Patient Services Representative in Dental, Internal Medicine, and Pediatrics in Chinatown. And Administrative, Dental, Internal Medicine, OBGYN, and Pediatrics in Flushing.

**Responsibilities:**

- Ensures a welcoming, attentive, positive, and confidential patient experience from the first encounter, whether it is by phone or in-person
- Remains well-informed about the Health Center to orient patients and families to the Health Center's services and promote services and benefits as appropriate
- Monitors incoming patients and the waiting area to assess patient needs and wait times, assisting as needed
- Ensures reception and waiting area are neat and tidy at all times
- Completes and updates patient registration in a timely and courteous manner
- Interviews and registers new patients accurately and completely
- Provides patients/families with information about Patient's Bill of Rights, Notice of Privacy Practices, and other policies and procedures
- Verifies insurance eligibility and addresses insurance questions and concerns
- Performs sliding fee scale assessment and determines fee charges for self-pay and underinsured patients
- Optimizes provider schedules and patient satisfaction with efficient scheduling
- Effective teamwork, communication, and collaboration as part of a practice-wide care team
- Directs phone calls/inquires to appropriate department/personnel and/or takes phone messages
- Works closely with the clinical team to ensure smooth patient workflow, including assistance with check-out and referral management as needed
- Demonstrates curiosity and understanding of process workflows, healthcare team needs, and patient experience
- Maintains a cooperative relationship among health care teams by communicating information; responding to requests; building rapport, and participating in team problem-solving
- Adapts to changes in practice operations, workflows and patient needs as they emerge
- Other unit-specific duties as assigned
Minimum Qualifications:
- High School Diploma and 2 years of work experience
- Associate's Degree preferred
- Bilingual in English/Chinese
- Reception or customer service experience preferred
- Typing or computer knowledge
- Excellent interpersonal skills, ability to work as part of an interdisciplinary team
- Good problem-solving skills, inquisitive, and interest in learning all aspects of the practice

Benefits:
- The Health Center provides a generous employee benefits package so you can focus on doing great work. That includes:
  - medical insurance
  - employer-paid dental and life insurance
  - retirement savings plan
  - flexible spending accounts for transit, parking, health, and dependent care
  - paid time off (28 days for the first year of employment), and
  - tuition reimbursement for eligible employees