



***Reputable Community Healthcare Clinic seeks Full Time Bilingual Receptionist***

***Join an organization which is respected and well loved by the Community we serve!***

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients' live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC's Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

**What you will do at AMC:**

The Bilingual Receptionist acts as first point of contact by serving AMC's mission in a culturally competent manner. Provides the highest level customer service care to the Clinic's diverse communities. Operates multi-line telephone system to answer incoming calls and routes members to appropriate AMC personnel. Able to work successfully in a fast pace, dynamic work environment while providing high quality customer service. Ability to handle several tasks at the same time. Able to read, write and speak fluently in Spanish and English required. Must be detail-oriented in collecting, tracking, and monitoring information.

- Check in patients, process payments from patients for co-pays and uninsured sliding fee transactions, including counting money, reconciling receipts, and balancing the cash drawer;
- Confirms patient I.D., verifies patient insurance eligibility, acquires patient financial status, collects copays as appropriate, and/or collect fees from patients;
- Verifies eligible county, state, and federal programs and assists with enrollment and in eligible programs including sliding fee program;
- Discusses overdue payments with patients, creates billing notes for outstanding fees and routes messages to billing department as necessary;
- Expected to monitor and maintain goal levels of patient check in per hour, patient collection, and accurate capturing of insurance and programs;
- Reconcile monies with batch detail and report and ensures safe keeping of all cash, checks, and credit card transactions received;
- Conducts confirmation calls to patients the day before their appointment as a reminder;

- System knowledge (EPIC); creating new patient charts, and updating EMR as needed;
- Schedules appointments according to policies and procedures, appointment matrix, proper visit types, and other current guidelines;
- Follows AMC's "no show" policy and procedure including but not limited to sending DNK (did not keep appointment) letters to patients that missed their appointment;
- Responsible for following appointment protocols (including but not limited to new patient appointments, controlled medication screenings, mental health, women's health, etc.);
- Accurate capturing of patient demographic information, insurance information, and structured data;
- Creates telephone encounters, messages, email, notations and assign properly to staff;
- Facilitates patient flow by notifying the Lead MA and/or Site Supervisor of patient arrivals, being aware of delays, and communicating with patients and clinical staff as needed;
- Assigned to a care team and provides any back-up support as needed;
- Checks all insurance eligibilities for following day;
- Manage information entry, including scanning, into the EMR such as faxes, previous medical records, radiology results, and assist with communication with other medical facilities through the EMR, as required;
- Check Voicemails daily upon arrival and return within 2 hours of start time as assigned; ensures Voicemails are returned by the end of each business day;
- Acts as a patient navigation resource on various health center programs and community resources;
- Other duties as assigned.

**The Receptionist at Alliance Medical Center has the following qualifications and skills:**

- High school diploma or general education degree (GED), required;
- Ability to multi-task and effectively present information, respond to questions and requests from patients, co- workers, and others as necessary, required;
- Bilingual Spanish, required;
- Basic computer skills including typing, internet and web application, MS Office (Word, Excel and Outlook), required;
- Good technical abilities using web based applications, required;
- Is detail-oriented in collecting, tracking, and monitoring information, required;
- Must have 1-2+ years' work experience in an Inpatient/Outpatient medical/dental/behavioral health setting in a Call Center or Receptionist position, required;
- EMR knowledge required, EPIC EMR preferred;
- FQHC work experience, required.

**Work Schedule:**

This position is expected to work onsite and is not remote.

**How to apply:**

Please email your resume to [hr@alliancemed.org](mailto:hr@alliancemed.org) or fax resume to (707) 385-2148.

**COVID-19 considerations**

AMC strongly adheres to CDC requirements and our Infection Control policy and procedure. We have compliant workflows to screen employees and patients before entering our facilities. AMC is committed to closely monitoring staff safety and ensure social distancing measures.

Alliance Medical Center is an Equal Opportunity Employer. No third party recruiters please.





