



Job Announcement

Position: Patient Services Representative
Date Posted: December 08, 2021
Filing Deadline: December 23, 2021

Applicants must apply (application available at www.dphealth.org) and submit information to:

Del Puerto Health
Care District 875 E
Street, P. O. Box
187 Patterson CA
95363
Phone (209) 892-8781
FAX (209) 892-3755
Email: HR@dphealth.org

Basic Information:

Del Puerto Health Care District has been serving the community since 1949, ensuring that all aspects of the health continuum are considered for the communities of west Stanislaus County. *The District's primary mission is to provide the highest quality health care services through Patterson Ambulance and Del Puerto Health Center, while expanding the healthcare availability to the citizens of the Del Puerto Health Care District.*

Job Summary:

The Patient Services Representative is bilingual in English and Spanish and answers the telephone in a professional manner triaging calls according to their urgency based on medical symptoms and history. They perform clerical duties related to patient visits. They are integral part of the healthcare delivery team. They demonstrate the District's core values of **Compassion, Commitment, and Excellence**. Assist and support the Front Office Lead and Health Center Manager in accordance with current policy and procedure, applicable federal, state, and local standards, guidelines, and regulations. They adhere to principles of service and the philosophy and mission of Del Puerto Health Center in all aspects of job performance. They are keenly aware that they are the District's representative and often the first impression of the Health Center.

Compensation:

\$14.30- \$16.54 per hour, non-Exempt. Full time compensation: depending on experience.

Responsibilities/Experience

1. Display a positive attitude while helping patients access to health care and overcome barriers.
2. Greet patients and set the stage for their overall experience.

3. Schedule and confirm appointments for multiple providers.
4. Follow-up with appointment cancelations and no shows.
5. Contact new enrollees of all age groups under various health plans to set up initial appointments.
6. Screen incoming calls and routine calls; take detailed messages such as patients name, dob, phone number, pharmacy name, and medications, before forwarding to clinical staff and providers.
7. Verify insurance eligibility and assist patient with insurance verification.
8. Current Cardiopulmonary Resuscitation Card (CPR)
9. Typing certificate 35 wpm
10. Medical Assistant, certified preferred
11. Minimum 1-year medical front office experience, preferred.

Language Skills:

- Good verbal and written communication skills.
- Bilingual in both verbal and written speech is required.
- Ability to exercise tact, courtesy and diplomacy when dealing with individuals at any level.

Benefits:

Eligible employees will receive benefits which include Medical, Dental and Vision, Paid Time Off, Extended Sick Leave, Group Life Insurance, and Retirement Plan with 3% company contribution plus a 50% company match to optional employee contributions of up to 6%.

All offers of employment are contingent upon passing background, drug, and alcohol screening.

Del Puerto Health Care District is an Equal Opportunity Employer.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited bases apply to all programs). To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, or call (800) 795-3272 (voice), or (202) 720-6382 (TDD).

A Public Entity Providing Health Care Services