



<p>Heart of Ohio Family Health Centers Call Center Representative</p>
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Summary: This position supports the Organization in the following manner:

- Answers phones in pleasant and professional manner and timely fashion and deals with patients' needs expeditiously.
- Provides highest level of patient/customer service, directions, information, and overall assistance to patients allowing them to navigate all HOFHC services and locations.
- Updates patient information, advises patient to bring current picture I.D, update financial information, update sliding scale status, update insurance information, and advice patients of balance due.
- Gather and evaluate confidential patient information, including insurance or financial data for the purpose of determining patient responsibility and/or qualification for financial assistance
- Verify if current patient *or new* patient.
- Establish the center closest to the patient and the *reason* for the requested appointment.
- Responsible to remind patient to bring all medications and glucose, blood pressure monitor logs to appointment.
- Responsible for any rescheduling of patients appointments.
- Communicate patient concerns to clinical via Electronic Medical Records (EMR) and administrative staff via email.
- Schedule appointments and call patients to confirm appointments.

Reports to: Call Center Coordinator

Supervises: N/A

Dress Requirement: Business Casual

Work Schedule:

Monday through Friday during HOFHC's standard business hours

Times are subject to change due to business necessity

Exempt

Non-Exempt



Job Duties, these are considered essential to the successful performance of this position:

- ✓ Answer the phone in a timely and efficient manner, identifying the Organization and optimistically greeting the caller
- ✓ Transfer all phone calls to the appropriate staff member
- ✓ Set appointment times in coordination with the medical staff work schedule and call patients to confirm appointments
- ✓ Consistently ensure HIPAA regulations and other federal, state and local laws and regulations pertaining to the duties of this position are observed
- ✓ Adhere to all of the Organization’s policies and procedures, especially the hazardous, health and safety procedures
- ✓ Other duties as assigned (non-essential)

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ Experience with Electronic Health Records preferably Allscripts software system
- ✓ Prefer experience in a physician’s office, clinic, hospital business office, billing office or related area dealing with the public in collection of data and funds
- ✓ Understanding of laws and regulations impacting the registration procedure
- ✓ Ability to accurately enter data, preferably typing at a minimum of 45 wpm
- ✓ Has the ability to diffuse and handle difficult situations by using good judgment, control of emotion and diplomacy
- ✓ Demonstrates grammatically-correct verbal and written communication skills
- ✓ Demonstrates efficient and courteous telephone skills
- ✓ Demonstrates resilience, a positive attitude and the ability to work well in a fast paced, rapidly changing environment
- ✓ Ability to work in a team setting and/or with minimal supervision

Equipment Operated:

Telephone	Computer	Printer /Copier
Fax machine	Scanner	Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in five locations, 882 S. Hamilton Rd, Columbus, Ohio 43213, 2365 Innis Rd, Columbus, Ohio 43224, 675 S. Yearling Road Suite 100, Columbus, Ohio 43213, 5969 E. Broad Street Suite 300 Columbus, Ohio 43213 and 5560 Chantry Drive Columbus, Ohio 43232. All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, nursing stations, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

This position’s primary work area is the reception desk area which is shared by other co-workers with similar tasks and functions. The reception desk area is:

- kept at a normal working temperature and sanitized daily
- maintains standard office environment furniture with adjustable chairs

- maintains standard office equipment; i.e., computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

<i>Factor</i>	<i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2, although times may require multitasking
Randomly changing work pace	1
Fast, sometimes chaotic work pace	1, for short burst, then a return to normal
Independent decisions made without supervision	2, setting appointments
Exposure to trauma, grief, death, etc	0
Exposure to disease or bacteria	1
Handles closed containers or vials of patients’ bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	0
Interacts personally with public	1
Interacts with public via the telephone, letter, or other non-face-to-face measure	3