



Position available: Medical Office Program Assistant

Location: International Community Health Center - Akron

Schedule: 24 hours per week

Salary: Commensurate with skills and experience

SUMMARY

The Medical Office program assistant will be responsible for all patient support services conducted in the front office. Serves the International Community Health Center (ICHC) patients by greeting and helping them; scheduling appointments; maintaining records and accounts.

Qualifications

- Multi-lingual -Fluent in both English and a 2nd language (Preferred)
- Minimum High school graduate, prefer some college or vocational school
- Experience with health center/clinic and EHR/PMS is a plus
- Computer skills: Word processing, Familiar with databases and data entry
- Ability to work with different ethnic groups and nationalities
- Multi-tasking
- Flexibility
- Telephone Skills
- Customer Service ability
- Organization, Attention to Detail, Scheduling

DUTIES AND RESPONSIBILITIES

- Greets patients and visitors in person or on the telephone; answering or referring inquiries in a courteous manner.
- Schedules appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival;
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information into EPIC
- Updates Referral information on patients as needed into EPIC.
- Determines financial status of patient and eligibility for service
- Records and updates financial information; records and collects patient charges;
- Maintains business office inventory and equipment and anticipates needed supplies; Places orders for office supplies;
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing specific duties as needed.
- Keeps reception area ready for next medical appointment day
- Able to open and/or lock clinic area if necessary
- Interprets for patients if appropriate
- Able to substitute at alternate ICHC site if needed.
- Some evening and weekend hours
- Reports to Lead Patient Service Representative and Assistant Director of Operations

BENEFITS

ASIA offers competitive benefits package that includes: personal, vacation and holiday paid time off; health insurance; dental/vision coverage, life and long-term insurance; retirement contribution match; professional development opportunities; and other incentives.

CONTACT

Please send cover letter and resume to Mao Vue, Chief Operating Officer (mvue@asiaohio.org). Visit www.asiaohio.org. No phone calls please.

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