

Patient Services Representative

Department / Team: Clinical
Term Duration: Open
Reports To: Clinic Director
Type: Full-time
Location: Hilo, Hawai‘i

About Maika‘i Health

Established in 2019, Maika‘i Health (MH) is a 501(c)(3) Hawai‘i non-profit. The MH team strives to deliver high quality, culturally responsive, comprehensive patient-centered outpatient health care that is equitable and accessible for all in East Hawai‘i.

The mission of Maika‘i Health is, “To be the patient-centered healthcare home that is accessible for all and be the center of healthcare learning excellence in East Hawai‘i.”

About the position

We are looking for a Patient Services Representative (PSR) to be the initial and final point of contact for patient services of Maika‘i Health’s (MH) community health clinic. In this role, the individual will work independently and interdependently with other clinic staff. The PSR’s performance shall be evaluated through direct observation, consultation, and written documents under the direct supervision of the clinic director.

Primary responsibilities

- Coordinate communication between patients, family members, care givers, medical and administrative staff, regulatory agencies, and/or other stakeholders.
- Schedule patient appointments following any MH protocols or guidelines to optimize patient flow.
- Check patients in to and out of appointments.
- Interview patients or their representatives to optimize provision of care.
- Provide accurate, timely, and complete documentation in patient records in accordance with MH policy.
- Sort and distribute mail, faxes, medical records and other correspondence to appropriate staff.
- Maintain an adequate supply of all patient forms and documents as needed.
- Assist all MH patients in accordance with all standards as established by MH, applicable professional communities, state and federal laws, and grant requirements for non-discrimination regardless of status, race, sex, religion, national origin, handicap, age, or ability to pay.

- Assist in the development, implementation, and performance of various patient and community outreach activities.

Candidate requirements

- *Education:* High school diploma or equivalent
- *Licensure & Certification required:* None. CPR/BLS certification preferred.
- *Experience:* Previous experience in a medical office preferred but not required.
- *Interpersonal Skills:*
 - Skilled in interpersonal relationships across diverse demographics.
 - Ability and willingness to work in a diverse environment.
 - An awareness and understanding of the health and socioeconomic needs of low-income and/or underserved populations.
 - Ability to work effectively in a community health setting utilizing physicians, nurse practitioners, physician assistants, and support staff.
- Experience in public health or non-profit organization, including any related background in community organizing and/or development.
- Strong commitment to the organization's Mission and values with the ability to demonstrate that commitment in daily interactions.
 - Experience that demonstrates commitment to racial and social justice and community engagement to impact change at the community level.
- Always maintain a courteous attitude toward internal and external customers.
- Ability to work in a team-oriented atmosphere.
- Honest, courteous, and professional manner.
- Good personal hygiene.
- Free of alcohol and drug abuse.
- Effective time-management skills, with demonstrated ability to manage a diverse and demanding workload and deliver work products within deadlines.
- In possession of a valid Hawai'i driver's license and associated insurance.
- Ability to travel (%), which may fluctuate depending on program schedules.

Contact us to apply

Maika'i Health is proud to be an Equal Employment Opportunity and Affirmative Action employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBT applicants. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.

To apply for this role, please contact us at HR@maikaihealth.org.

Please attach your resume and a cover letter telling us why you would be a