

Patient Service Representative

Department / Team:	Clinical
Term Duration:	Open
Reports To:	Clinic Director
Type:	Part-time or 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 Service 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.

Responsibilities

Administrative Duties (may include but not limited to):

- Answering patient telephone calls and addressing and/or directing calls to the appropriate clinical staff.
- Greeting patients and visitors as they arrive at the clinic.
- Scheduling patient appointments following any MH protocols or guidelines to optimize patient flow.
- Check in patients for appointments. Including:
 - Verifying insurance and eligibility.
 - Verify or update patient demographics.
 - Ensure proper handouts, paperwork, or surveys are distributed and/or completed as directed
 - Collect patient payments.
- Check out patients after appointments. Including:
 - Confirming the patient is aware of any financial responsibility owed that was not collected at check in.
 - Provide the patient with any follow up appointments or paperwork as deemed necessary.

- Follow up with any written or verbal directives from the clinical provider or nurse.
- Answer patients' inquiries of all types in an effort to optimize the patient experience and streamline their care.
- Responsible for 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.
- Maintains an adequate supply of all patient forms and documents as needed.
- Assists all MH patients in accordance with quality and standards as are established by MH; prevailing standards of care; applicable state and federal law and regulatory guidance; and state and federal grant requirements for non-discrimination regardless of status, race, sex, religion, national origin, handicap, age, or ability to pay.
- Effectively and clearly communicates MH policies and procedures to patients as necessary.
- Performs all other duties as assigned

Advocacy:

- Treat all patients with dignity and respect.
- Provide excellent customer service.
- Conform to Joint Commission and HIPAA regulations.
- PHI (Patient Health Insurance) Compliance.

General Duties/Responsibilities:

- Maintain a courteous attitude toward internal and external customers at all times.
- Ability to work in a team-oriented atmosphere.
- Honest, courteous and professional manner.
- Good personal hygiene.
- Free of alcohol and drug abuse.
- Have a valid Hawai'i driver's license and insurable.
- Ability to work under pressure and complete assigned tasks in potentially stressful situations.
- Ability to effectively communicate in English, both verbal and written.

Candidate requirements

- *Education:* High school diploma or equivalent preferred.
- *Licensure & Certification required:* None. CPR/BLS certification preferred.
- *Experience:* Previous experience in a medical office preferred but not required.
- *Essential Technical/Motor Skills:* Ability to communicate in english both verbally and in writing. Ability to write clear, concise and accurately.
- *Interpersonal Skills:*
 - Skilled in interpersonal relationships.
 - Ability and willingness to work in a diverse environment.

- An awareness and appreciation for both the health and socioeconomic needs of a low-income, underserved population.
- Ability to work effectively in a community health setting utilizing physicians, nurse practitioners, physician assistants, and support staff.
- Must be computer literate. Familiar with Windows and Microsoft Office. Able to utilize EHR and the practice management systems.

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 visit our website, www.maikaihealth.org and hover over the “About Us” tab to access the “Careers” page and our organization’s application for employment. Send the completed application and your resume to HR@maikaihealth.org attached to an email telling us why you would be a great fit for our team!