

Native Americans for Community Action, Inc.

www.nacainc.org



MAIN OFFICE
2717 N. Steves Blvd., Suite 11
Flagstaff, Arizona 86004

FAMILY HEALTH CENTER
1500 E. Cedar Ave., Suite 26
Flagstaff, Arizona 86004

JOB ANNOUNCEMENT

Job Title: Patient Service Coordinator
Salary: \$13.02 hourly
Job Type: Full-time (Non-Exempt)
Closing Date: Open Until Filled

Essential Duties:

- Answers all incoming calls promptly, identifies a triage candidate and effectively refers this patient to the Triage Flow Manager/Patient Navigator. Records and delivers all messages to the appropriate units.
- Provides excellent customer service to patients, staff, and the general public.
- Maintains patient confidentiality according to the HIPAA regulations at all times.
- Maintains a calendar of appointments for the Clinic Providers and Health Promotion by scheduling patient appointments, keeping a "call on-cancellation list", continual update of patient demographics and insurance status, template updates to cover patient care availability Monday through Friday.
- Establishes new patients and provides assistance with AHCCCS enrollment as directed.
- Continuously performs data entry into electronic database, RPMS; and provides quantitative and qualitative reports as requested by supervisor.
- Listens, records and directs complaints from patients and general public on appropriate form and in a timely manner to appropriate personnel.
- Maintains the reception desk and the patient waiting room: Scans, assesses and continuously keeps the waiting room and reception desk clean and orderly throughout the day; At the end of the day a thorough walk through, cleaning and organizing must be completed.
- Maintains an inventory list of office supplies and provides a purchase order request for replacement of office supplies on a routine/scheduled basis.
- Participates in cross training to improve skills in medical records.
- Performs other duties as assigned.

Minimum Requirement:

High School Diploma or its equivalent; 1-2 years of experience in the field or related area. Valid Arizona Driver License, Class I Fingerprint Clearance, CPR, First Aid and HIPAA Certification.

Knowledge, Skill and Abilities:

- Knowledge of front office and reception principles, practices and techniques sufficient to provide necessary and effective service to patients.
- Excellent oral and written communication skills and interpersonal skills.
- Ability to work in a fast-paced, stressful environment.
- Maintains billing software updates correctly for patient payments, by cash or credit card.
- Skill in the operation of a computer; sufficient to enter, retrieve and work computer systems.
- Strong phone etiquette.
- Excellent organizational and time management skills.
- Demonstrates satisfactory skill in decision making in accordance with NACA policies and procedures.

*Must complete and submit an NACA, Inc. Employment Application, Letter of Interest and Resume. Application can be obtained through website www.nacainc.org. Any question, please contact Human Resources at (928)526-2968.

Employer exercises EEOC and Indian preference in accordance with the Indian Preference Act (Title 25, US Code, Sections 44-46, 472 and 272). If you wish to exercise Indian Preference and you are a registered member of a federally or state recognized tribe, attach copy of tribal Certificate of Indian Blood (CIB).