



ethnē health
a community clinic

Bilingual Patient Registration Coordinator

POSITION SUMMARY

The Bilingual Patient Registration Coordinator is responsible for the first impression a patient has of our clinic. The Bilingual Registration Representative performs a variety of administrative tasks essential for the efficient care of patients at Ethne Health, including handling incoming calls, scheduling appointments, registering patients, interpreting for patients and financial counseling.

KEY RESPONSIBILITIES

- Answer inbound phone calls and function as a switchboard operator as necessary.
- Interpret for limited English proficiency patients.
- Make appointments for patients, cancelling and rescheduling appointments as necessary according to prescribed scheduling rules.
- Obtain and enter complete registration demographic and insurance verification information (primary and secondary) into EMR system
- Handle collection of co-pays or balance due payments with posting to EMR system.
- Assist patients with contacting insurance companies when questions arise concerning services covered and payment of services.
- Process missed appointments, error reports, insurance pre-verification reports, and other registration-related reports as necessary.
- Provide face-to-face financial counseling for patients, notably uninsured/underinsured patients and explain eligibility and application requirements to patients for various programs.
- Collect pertinent documentation required for eligibility determinations, and assist or refer patients as needed to complete forms or applications related to their insurance coverage.
- Work to find acceptable financial arrangements between patient and the clinic and to help patients understand the financial plan.
- Place outbound calls to patients for the purpose of making appointments, appointment reminders, and follow up on financial plans.

POSITION REQUIREMENTS

Skills:

- Good interpersonal skills.
- Ability to work well with the variety of ages, cultures, and temperaments represented among Ethne Health staff and patients.
- Treat others with kindness and professionalism.
- Some computer skills required (Windows based, including experience with Microsoft Office) and telephone operator experience preferred.
- Typing speed of 45 wpm.
- Basic math skills for the handling of collections and co-payments.



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- Commitment to punctuality, honesty, and following instructions.
- Proper attention to detail in all work matters.
- Willingness to learn from others.
- Willingness to work some weekends and evenings as the need arises.
- Ability to work independently, take initiative, and set priorities according to the needs and mission of the clinic.
- Multi-task and problem solve in a fast-paced work environment.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.
- Fluent in English and other languages.

EDUCATION & EXPERIENCE

High School Diploma or its equivalent.

Licenses or Certifications: NA

Experience: At least 2 years of experience in customer service, office work, or a clinical setting. Billing and/or patient financial services related experience and some knowledge of commercial insurance and Medicaid is preferred.

COMPENSATION AND BENEFITS

Starting wage/benefits: \$18 per hour with eligibility to participate in Ethnē Health's health, vision, dental and life insurance benefit plans.

Please send your resume/cv and letter of interest to mary.cing@ethnehealth.org to apply.

ACKNOWLEDGEMENT (For staff only)

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date