



## **JOB DESCRIPTION**

**JOB TITLE:** Patient Services Coordinator  
**REPORTS TO:** Patient Services Manager  
**DEPARTMENT:** Patient Services  
**LOCATION:** Rolling Hills Clinic  
740 Solano Street, Corning, CA 96021  
706 Peach St, Corning, CA 96021  
2526 Sister Mary Columba Drive, Red Bluff, CA 96080  
2540 Sister Mary Columba Drive, Red Bluff, CA 96080  
**STATUS:** Full-time, 100% FTE, Non-Exempt, 40 hours per week

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*"Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the Band's Preference Policy (Chapter 1-715 of the Paskenta Band of Nomlaki Indians Tribal Policies). Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage."*

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### **POSITION SUMMARY**

Under general supervision, the Patient Services Coordinator provides the first contact between Rolling Hills Clinic and the public and patients. The Patient Services Coordinator is responsible for responding to patient and public inquiries via phone, fax, or in person, as well as handling front office reception and administration duties, including greeting patients, scheduling appointments, taking and posting patient payments, verifying insurance, providing requested documentation, and registering patients.

### **DUTIES & RESPONSIBILITIES**

1. Welcome and greet patients and/or visitors to the clinic.
2. Answer questions about Rolling Hills Clinic and provide the appropriate information needed to the persons inquiring.
3. Promptly checks in patients for appointments.
4. Verifies patient demographics are correct and current for every patient. Offers patient portal information.
5. Communicate clinic policies and procedures for patients in the lobby and on the phone.
6. De-escalate patient grievances as needed while patient is on the phone or in the lobby, referring to supervisor or director-level staff as necessary.
7. During check-out, schedule accordingly.
8. Accurately identify patients in need of urgent care and call the correct personnel to triage patient as soon as possible.
9. Register patients in the Electronic Medical Records (EMR) as accurately as possible. Provide patients with required clinical forms to sign and fill out. Verify patient identity and scans given documentation to patient record.
10. Knowledge and understanding of all applicable HIPAA, HITECH, and OSHA compliance requirements.
11. Knowledge of medical or dental insurances and understands insurance eligibility.
12. Receives patient payments such as co-pays, outstanding balances, and guarantor payments and assigns them to the correct patient accounts
13. Reconciles end of day cash, patient payments, charges, and prepares deposits.

14. Develops and maintains doctor/hygienist schedule to meet practice goals.
15. Manage unscheduled list and other treatment pending lists to ensure patient follow through to meet scheduling goals.
16. Inform waiting room of wait times if falling behind schedule.
17. Handles all appointment confirmations, and scheduling recall exams, new patient appointments, and treatment planned appointments, surgery appointments, etc. as needed.
18. Attend training and organizational meetings to ensure employees remain up to date with all organizational changes and updates.
19. Maintain provider specialty schedules
20. Sort, distribute, and scan mail received in the clinic
21. Operate office equipment such as: fax machines, printers, scanners, multi-line phone system, and shredders. Ensure all equipment is working correctly and if any problems arise, email the supervisor regarding the problem. If problem is urgent and stopping normal practice flow, contact supervisor.
22. Open and close the clinic as assigned. Responsible for posting when the office will be closed due to staff meetings or holidays.
23. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
24. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
25. Safety: Responsible for ensuring that all duties, responsibilities, and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
26. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
27. Other duties as assigned by Supervisor.

## **REQUIREMENTS**

Minimum 18 years of age

## **MINIMUM QUALIFICATIONS**

1. Must have a High School Diploma or equivalent.
2. Bilingual in Spanish preferred.
3. One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
4. Must have strong organizational and multi-tasking skills.
5. Experience with multi-line phone system.
6. Must be able to work well with others or alone, under minimal supervision.
7. Must be able to work well under pressure and strict deadlines.
8. Strong computer experience required.

## **BACKGROUND CHECK REQUIREMENTS**

Pre-employment Drug Testing and a Department of Justice Fingerprinting clearance through Federal, State and Child Abuse Index is a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

## **VACCINATION REQUIREMENTS**

A pre-employment Physical exam is required upon hire. You will be required to provide vaccination records to show proof of immunity for TB or PPD, Measles, Mumps, Rubella, Varicella, TDAP & Hep B. If the records are more than 10 years old, titers are required to

confirm immunity. In compliance with CMS requirements, all employees are required to complete a full vaccination series against Covid-19. This facility strongly encourages all employees to maintain Up to Date Covid Vaccination Status.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 50 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.*