



**Position Available:** **Patient Service Representative, FT**

**Asia-International Community Health Center**

**Location:** **2999 Payne Ave. Ste 140, Cleveland , OH 44114**

**Job Purpose:** Asia-International Community Health Center, a Federally Qualified Health Center, has a current opening for a Patient Service Representative (PSR). This position is responsible for all patient support services conducted in the front office. The PSR serves the International Community Health Center(ICHC) patients by greeting and helping them; scheduling appointments; maintaining records and accounts.

**Job Duties:**

- Greets patients and visitors in person or on the telephone; answering or referring inquiries in a courteous manner.
- Schedules appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information into EPIC
- Updates Referral information on patients as needed into EPIC.
- Determines financial status of patient and eligibility for service
- Records and updates financial information; records and collects patient charges;
- Maintains business office inventory and equipment and anticipates needed supplies; Places orders for office supplies;
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing specific duties as needed.
- Keeps reception area ready for next medical appointment day
- Able to open and/or lock clinic area if necessary
- Interprets for patients if appropriate
- Able to substitute at alternate ICHC site (Akron) if needed.
- Some evening and weekend hours
- Reports to Lead Patient Service Representative

**Skills/Qualifications:**

- Multi-lingual -Fluent in English. Ability to speak a 2<sup>nd</sup> language Preferred.
- Minimum High school graduate, prefer some college or vocational school
- Experience with health center/clinic and EHR/PMS is a plus

- Computer skills: Word processing, Familiar with databases and data entry
- Ability to work with different ethnic groups and nationalities
- Multi-tasking,
- Flexibility,
- Telephone Skills,
- Customer Service, ability
- Organization, Attention to Detail, Scheduling

## **BENEFITS**

ASIA offers a competitive benefits package that includes personal, vacation and holiday paid time off; health insurance stipend; dental/vision coverage, life, and long-term insurance; retirement contribution match; professional development opportunities; and other incentives. Part-time staff is eligible for pro-rated benefits package based on FTE.

## **CONTACT**

Please send cover letter and resume to [HRManager@asiaohio.org](mailto:HRManager@asiaohio.org).

Visit [www.asiaohio.org](http://www.asiaohio.org). **No phone calls, please.**

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