

Job Description

Position:	Bilingual Clinical Office Coordinator
Classification:	Non-Exempt
Reports to:	Clinical Operations Manager
Location:	Denver Office
Starting Salary:	\$43,848
Work Schedule:	Monday-Friday (<i>occasional Saturday shifts</i>)

Position Summary: The Bilingual Clinical Office Coordinator is responsible for demonstrating outstanding customer services skills to greet all patients and visitors. While also maintaining administrative/clerical duties for office which includes: answering incoming calls, scheduling patient appointments, maintaining patient files, assisting with clinical billing and working with clinical staff to enable work flow.

Essential Job Functions:

- Demonstrates a high level of understanding of HIPAA, PHI and OSHA regulations
- Answers and returns all calls in a timely manner; assesses callers' needs and directs to appropriate personnel when required
- Schedules patient appointments in a productive and efficient manner
- Confirms appointments 24 hours in advance
- Schedules patient translation services as needed
- Promptly and accurately updates electronic health records (EHR), including financial and demographic information
- Responds to clinical triage calls
- Promptly coordinates scheduling of new patient referrals, gathers necessary information, and schedules appointment accordingly
- Create new patient packets
- Accurately collects co-pays, deductibles and other out of pocket expenses at time of visit
- Follows up with patients to reschedule any missed appointments
- Manages prior authorizations from insurance companies
- Maintain inventory and submit front office supply orders as requested
- Helps oversee maintenance and alteration of office areas and equipment, as well as layout, arrangement, and housekeeping of clinical areas
- Works closely and communicates consistently with internal and external staff to ensure continuity of care
- Helps schedule and coordinate office meetings with vendors and referring partners
- Efficiently handles multiple clerical/administrative tasks in a fast paced environment and is able to learn new skills quickly
- Covers for and supports other front office operations as requested
- Prepares and or copies correspondence, memos, forms and other medical information as requested by clinical staff
- Helps keep and maintain waiting room neat and tidy at all times
- Must be available to work evenings and weekends
- Participates and attends staff, department, team and community meetings as needed
- Additional duties as assigned

Qualifications:

Medical and or Dental front office experience preferred. Must be willing to understand and practice the organization's mission, vision and core values. Experience working in a clinical setting preferred.

Education:

High School diploma or higher degree required. Dental or Medical Assistant certificate preferred. Bi-lingual (Spanish) required.

Software Utilized:

Experience using electronic health records and general billing knowledge required. Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, SharePoint and the internet.

Knowledge, Skill and Ability:

Basic knowledge of HIV, STIs, PrEP and other prevention methods. Ability to successfully resolve difficult conversations and/or situations. Cultural Competency/Sensitivity. Excellent communication, client relations and management skills. Highly organized and detail oriented. Ability to comprehend established office routines and policies. Ability to keep financial records and perform mathematical tasks. This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement, professional integrity and research ethics and cultural competency. Must demonstrate accuracy, efficiency and excellent organizational skills. Must demonstrate effectiveness in the following areas: task management; teamwork; time management; and communication with teams, managers, clients, and company consultants.

Material and Equipment Directly Used:

Works with standard office equipment including computer work station, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the Internet, and fax.

Physical Demands and Work Conditions:

Works in an office environment. Requires ability to lift up to 45 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding and using a telephone and other office equipment.

As employees of a charitable organization, CHN staff share the responsibility of serving as ambassadors for the organization in the community. This can be achieved by fostering the development of relationships with potential constituents & donors and by participating in CHN events/activities in a way that is meaningful to each employee.

General Benefits Description:

We offer full-time employees a comprehensive benefits plan that includes Health Insurance, Dental Insurance, Vision Plan, 403(b), Legal Shield, FSA, Life Insurance, EAP, AFLAC, Long-Term and Short-Term Disability.

How to Apply

Please email a cover letter and resume (subject line must be "Bilingual Clinical Office Coordinator") to the Human Resources Department at HR@coloradohealthnetwork.org.

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Closing Date: OPEN UNTIL FILLED