



Neighborhood Health – Clinic Assistant (I, II, III, IV, V)
Non-Exempt, 40 Hours

At Neighborhood Health, we're passionate about our mission to provide a kind and caring premiere workforce. Our team-based approach to comprehensive patient care creates a challenging and rewarding work environment where you have a direct role in helping members of our community receive quality medical services they can afford. And that's something you can feel good about.

As a member of our growing team, you will feel at home in a fun and diverse community of healthcare professionals. Our goal is simple: improving access to healthcare in our community and surrounding areas. Neighborhood Health is looking to add a Clinic Assistant (I, II, III, IV, V) to our team. Together, we are all committed to building healthier communities by delivering comprehensive, quality health care with compassion and respect.

As a Clinic Assistant (I, II, III, IV, V), you will:

- ✓ Welcomes patients and visitors by greeting patients and visitors, in-person or on the telephone in a professional, courteous, and efficient manner
- ✓ Collect co-pays as indicated
- ✓ Calculate income for Sliding Fee Scale
- ✓ Maintain patient flow; keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule, reminding provider of service delays
- ✓ Answer all incoming calls in a professional, courteous, and efficient manner
- ✓ Schedule appointments according to NH policy and protocols specific for the following: Well Child Checks, Adult Well Exam, Dermatology Clinic, Float Nurse, OB Check, OMT Manipulation, Urgent Care/Same Day, Social Work, & Linked Visits
- ✓ Answers general questions, schedules, screens, and route outside calls to correct extension
- ✓ Obtains precertification, prior approval, or pre-determination authorization for medications, procedures/tests, services, medical supplies and durable medical equipment ordered by physician; request authorization for services and DME (durable medical equipment) as needed.
- ✓ Contacts patient's insurance company, including workman's compensation carriers, for eligibility, pre-existing, or exclusions; provides patient's medical history, treatments received, current conditions, and planned testing or surgical treatment.
- ✓ Run eligibility reports on all patients
- ✓ Participates in contacting patients prior to office visits to ensure appropriate information is on chart and to clarify reason for appointment
- ✓ Obtain records for patient encounters (i.e., hospitals, specialty offices, etc.), as needed
- ✓ Escort patient to exam room, interviews patient, measures vital signs such as weight, blood pressure, pulse, temperature, and documents all information in patient's chart within required timeframe
- ✓ Assist physician in exam room as needed
- ✓ Provide instructions to patient as instructed by physician
- ✓ Ensure all related reports, labs, and information is filed and available in patient's medical records prior to appointment

Requirements:

- Minimum of one year experience in patient care/medical office ideal, not required. Word processing and computer experience preferred. Knowledge of medical terminology and coding preferred. Experience with medical office software program preferred.

Education Requirements:

- High School Diploma/GED. Training in medical and/or dental office and billing procedures. Associate's degree in medical assisting or certification as a dental office specialist preferred.

This position is full-time with benefits. We offer competitive pay, health, dental, vision, critical illness & accident insurance, 403(b) retirement plan, PTO, and paid holidays.

Interested? Please fill out an application on the Career Page and/or send a resume along with cover letter to NHC Human Resources Department by email to: hrdept@nhci.org.

Neighborhood Health is an Equal Opportunity Employer. Neighborhood Health does not exclude people or treat them differently for any aspect of the organization because of race, color, national origin, age, disability (physical or mental), or sex (including sexual orientation).

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting Human Resources at hrdept@nhci.org