



JOB DESCRIPTION

Job Title: Bilingual Service Excellence Navigator	FLSA Status (HR): Non exempt
Department Name: Medical Clinic	Approved By (HR): Teresa Mooney
Reports to (Title): Intake and Eligibility Coordinator	Date Revised (HR): 3/5/2016
Date Prepared: 10/22/2012	Prepared By: Sharon Chamberlain

JOB SUMMARY: Under the direction of the Intake and Eligibility Coordinator the Service Excellence Navigator is responsible for greeting and helping patients, scheduling clinic appointments and maintaining records and accounts. HOPES has an integrated team model approach to patient care. Part of the Service Excellence Navigators responsibility will also include participation in organization wide Patient Centered Medical Home (PCMH) activities to enhance patient care. As delivering quality and supporting the entire patient experience is every employee’s responsibility, the Service Excellence Navigator is required to uphold all standards and policies, and participate in quality improvement processes and meetings.

ESSENTIAL FUNCTIONS:

1. Maintain a good knowledge and understanding of Northern Nevada HOPES’ mission, vision, and philosophy and support these tenets at all times while conducting agency business
2. Contribute to a healthy work environment by demonstrating the following: active participation in meetings and team building activities; direct and timely communication about needs and problems at all times and an open and receptive attitude towards proactive problem solving and constructive feedback approaches
3. Maximize learning opportunities by remaining receptive to constructive feedback and utilizing support available from your supervisor
4. Greet visitors, check-in and check-out patients; answer questions and make referrals to other departments and agencies.
5. Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone
6. Ensures availability of treatment information by filing and retrieving patient records
7. Verifies that electronic superbill is accurate.
8. Collect co-pays from patients and run the daily transaction report at the end of the day
9. Maintain patient accounts by obtaining, recording, and updating personal and financial information
10. Complete and full comprehension of provider scheduling to maximize efficiency of clinical work flow.
11. Scan documents into the EMR system and input data, verify accuracy
12. Provide administrative support to clinical team as needed
13. Process and fulfill requests for medical records in compliance with HIPAA regulations
14. Process requests for the delivery of files stored off site
15. Check patients in for lab work and prepare paperwork for labs as necessary
16. Excellent multitasking skills, integral and vital member of the clinical team to ensure smooth daily operations of the clinic by providing excellent support to the clinical team.
17. Liaison between the clinical team and the billing department.
18. Ensure accurate account of the cash drawer.

MARGINAL/ADDITIONAL FUNCTIONS:

1. Assist with other assignments as needed and requested by the Director of Clinical Services.

REPORTING STRUCTURE:

Supervision Received: Reports to the Director of Clinical Services

Supervision Exercised: None



CONTACTS:

Internal: Medical Clinic clients, Medical Clinic staff, and other HOPES departments and teams.

External:

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities: Knowledge of HIPAA and medical office procedures. Attention to detail and excellent customer service skills. Bilingual (Spanish and English)

Education or equivalency: High School diploma or equivalent

Experience: Experience working with diverse populations

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer. If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name

Employee Signature

Date

SUPERVISOR ACKNOWLEDGEMENT:

Supervisor Name

Supervisor Signature

Date