



**White River Health District
Dba Deschutes Rim Health Clinic**

HEALTHCARE OFFICE SPECIALIST POSITION DESCRIPTION

Job Title: Healthcare Office Specialist

Reports to: Clinic Administrator

Salary: \$21/hour - \$24/hour (non-exempt)

Hours: Monday, Tuesday, Thursday: 8 am – 5 pm. Potential for 1-2 more workdays.

General Description:

Deschutes Rim Health Clinic is dedicated to providing quality, patient-centered care. The Healthcare Office Specialist is responsible for positive patient interactions, excellent communication with patients and staff, accurate documentation, and managing the patient flow of the clinic. This position is also responsible for a variety of administrative tasks to support business operations, other staff, and records management. Ensuring a positive patient experience and adhering to HIPAA regulations for confidentiality are of the utmost importance. The Healthcare Office Specialist is expected to adhere to the Deschutes Rim Health Clinic's mission and values which include providing high quality, comprehensive, primary health care to all in our community.

Essential Duties:

The following duties describe the general nature of the Healthcare Office Specialist position, which apply to both the medical and dental sides of the clinic and are not all-inclusive.

Reception

- Prepare charts prior to the patient visit; including reminder calls, insurance verification, and gathering necessary patient documents
- Accurately input patient information into EHR
- Greet and check in patients: verify and obtain all pertinent demographic information, financial information, and signatures; collect co-pays and post accordingly; explain forms to patients and ensure all forms are completed/signed for services
- Schedule appointments according to patient need, schedule availability, and appointment type
- Answer incoming calls, patient questions, and voicemails and respond accordingly or route to appropriate staff
- Handle confidential information in compliance with HIPAA and clinic policies

Office Support

- Scan and file documents into EHR system in a timely manner

- Provide follow up calls or letters to patients
- Manage fax inbox and route documents to appropriate staff
- Manage incoming and outgoing medical records requests
- Establish and maintain an organized system of filing and storage for various business documents and records
- Ensure office supplies are stocked and organized
- Check mail: distribute appropriately and post insurance payments
- May perform a limited amount of coding and charge entry

Clinic Support

- Help maintain clinic appearance, cleanliness, and safety throughout the day
- Follow all workplace policies, procedures, and practices, including HIPAA, Mandatory reporting, and regulatory requirements
- Member of clinic Safety Committee

Physical Requirements:

- Be able to sit for extended periods
- Perform the majority of tasks on a computer (extended screen usage and frequent typing)
- Occasionally stoop, kneel, or crouch
- Occasionally lift up to 50 lbs with assistance
- Occasionally assist patients, such as from sitting to standing

Skills, Abilities, Experience, Education and Knowledge:

- Minimum of HS diploma or GED; Associate's degree in business, communication, social services, or healthcare administration preferred
- Experience working in healthcare field for 1+ year
- Good interpersonal skills for effective interactions with patients in discomfort or pain
- Ability to communicate well verbally and in writing
- Ability to effectively multi-task, independently problem solve, and use critical thinking
- Intermediate competency in computers/software (preferably Microsoft Office Suite)
- Must have the willingness and ability to adapt to job-related changes

Benefits

- Unpaid Protected Sick Leave accrued at a rate of 1 hour SL for each 30 hours worked after the 90-day probationary period
- Free Parking
- On-the-job training

Full Time Benefits (30+ hours/wk)

- Up to \$500 stipend for health insurance coverage
- Accrual of 0.0192 hours of PTO per hour worked
- 7 paid holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day

THE FOLLOWING ARE REQUIRED PRIOR TO EMPLOYMENT

- Background Check
- Drug testing (Federal Laws followed)
- Reference checks

THE FOLLOWING ARE REQUIRED AFTER EMPLOYMENT

- TB screening/testing
- Oregon Saves Enrollment or Waiver
- Proof, declination of, or self-declaration of Hepatitis B, Flu, Tdap, MMR, and Varicella vaccinations
- Forms: I9, State/Federal W-4
- HIPAA training
- Blood Borne Pathogens training

This position is conditional on successful completion of an initial probationary period of three months (90 days). This is an 'at will' position which means employment can be terminated at any time for any reason, with or without cause.

The White River Health District dba Deschutes Rim Health Clinic is an Equal Opportunity Employer. The White River Health District's commitment to equal opportunity applies to all aspects of the employment relationship – including recruitment, hiring, compensation, promotion, demotion, transfer, disciplinary action, layoff, recall, and termination of employment. The White River Health District is an 'At-Will' employer.

<https://www.deschutesrimhealthclinic.org>

To apply, please email resume and cover letter to Lindsay Roper, Clinic Administrator:
Lroper@deschutesrimhealthclinic.org