

Clinical Specialist I MA/Medical Receptionist

Ho`ōla Lāhui Hawai`i is a FQHC, non-profit community health organization serving families throughout the county of Kaua`i. We are seeking a full-time Clinical Specialist I Medical Receptionist for our Kapa`a medical clinic.

Our Clinical Specialist I/Medical Receptionist is a team player and able to work with our patients, patients' families, staff members and health care providers. Personable, with the ability to empathize and sympathize with patients and patient's families, this position requires competence, professionalism and the ability to maintain confidentiality in regards to patient care. This position offers the opportunity for both front office and back office clinical work.

Duties include:

- Taking patient chief complaints, vital signs and preparing patient for examination.
- Notifying health care providers immediately based on patients' complaints or vital signs as identified by Triage Policies/Procedures.
- Patient record keeping/charting (including labs, reports, etc.)
- Assisting health care providers with examination, diagnostic and treatment procedures.
- Scheduling tests, procedures for patients as ordered by health care provider, and instructing patients regarding preparation for tests.
- Promotes patients' rights and is knowledgeable of the patient complaint process.
- Ensures new patient registration form is complete and updated in EMR, with a copy of insurance cards and Health History scanned into EMR.
- Checks and updates patient registration information each visit; verifies insurance coverage for all patients.
- Confirms and schedules/reschedules appointments as necessary.
- Collects co-payments and patient balance due. Answers billing questions as best as possible and if need to call Billing Dept.

Required:

- GED or High School Diploma.
- General medical office experience.
- Familiarity with computers and MS Office applications.
- Basic knowledge of insurance processes and applicable co-payments.
- Training as a Medical Assistant (certification preferred) or Certified Nursing Assistant.
- Good understanding of medical terminology and experience in the healthcare field.
- Professionalism and patient confidentiality.
- Flexible, organized, mature, impartial, and ethical.
- Able to communicate clearly and tactfully with others.
- Legible, complete and timely documentation and charting.
- Ability to problem-solve, set priorities, and work with multiple distractions and interruptions.
- Self-motivated, honest, energetic, and committed.
- Possesses tact and interpersonal skills necessary to deal with patients, physicians, providers, employees and others.
- Culturally sensitive to the needs of the people of the community.

Preferred: Certified Medical Assistant preferred. CPR certified (we will certify, if not current).

Submit resume and cover letter to Human Resources Director via email: jashby@hoolalahui.org

Ho`ōla Lāhui Hawai`i is an Equal Opportunity Employer. Employees of Ho`ōla Lāhui Hawai`i and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, age, religion, veteran's status, citizenship, national origin, ancestry, disability, sex, sexual orientation, arrest or court record, marital status, genetic information, gender identity or expressions, domestic or sexual violence victim status, or any other classification protected under state or federal law.