Patient Access Representative

We are a community health center located in majestic Waimanalo, where our mission is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

Our Values

**Mālama (stewardship)** - We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

**`Ohana (family)** - We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Pono (rightness and balance)** - We know that quality healthcare starts with people’s trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

We are seeking a dedicated, talented and team-oriented Patient Access Representative to join our `ohana (family) to support our mission and values.

We offer competitive wages, excellent benefits and a great working environment.

**SUMMARY**

The Patient Access Representative performs a variety of tasks in an organized and efficient manner, to include by not limited to: registration, updating insurance and demographic information, payment collections, insurance verification, answering multi-line phones, appointment reminders and scheduling patient appointments. This position is responsible for welcoming patients to the practice, treating all patients in a professional and courteous fashion. The Patient Access Representative will provide a high level of customer service and promote a positive attitude to create a friendly, patient focused environment.

**QUALIFICATIONS**

- Excellent communication and customer service skills (verbal, listening, written).
- Must have the good oral and written communication skills, and the ability to resolve problems and prepare written reports, other necessary communications in a professional manner.
- Must be organized and detailed. Must have excellent communication (verbal, listening, written) skills.
- Must be able to work, interact and communicate effectively, respectfully and sensitively with multi-ethnic, multi-cultural staff and patient populations.
- Must be able to work with clinic personnel in other departments, when appropriate.
- Must adhere to the policies and requirements of Business Services.
Positive attitude, compassionate, follow directions, work well with others, be a multi-tasked oriented person.

Interact and communicate effectively, respectfully and sensitively to visitors, patients, staff members, Board Directors, and community members in a culturally appropriate manner

Ability to use MS Office, use electric typewriter, facsimile machine, copier, and other standard office equipment.

Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Has the ability to multi-task and function professionally under pressure.

Able to be flexible, cope with stressful situations in a calm and deliberate manner.

Ability to function with little to no supervision.

Work independently, have organizational and problem-solving skills.

Reports to work on time and in uniform; presenting a professional image of WHC.

Communicate with co-workers and others in a courteous and productive manner.

Strong organizational skills; ability to prioritize work; detail oriented.

CERTIFICATES, LICENSES, REGISTRATIONS

Two-Step Tuberculosis clearance is required.

BENEFITS

Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC

Discounted Medical and Dental services provided by WHC

Paid Holidays – 10 Full days and 2 Half Days

Paid Time Off (PTO)

Paid Wellness Hours

Wellness Bucks - $200 annually

Group Term Life Insurance

Supplemental Group-term Life Insurance & AD&D Insurance

Employee Retirement Savings Pan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages

Flexible Spending Program

Employee Assistance Program (EAP)

Longevity Benefit – After 10 or more years of service

Tuition Assistance Program

Free Parking

and more.....