



## Patient Service Representative

### Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

### Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka 'Ohana, and Mālama I Ka 'Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, 'ohana, community, and 'āina over generations.

### Core Values and Guiding Principles

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko'olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

**Aloha:** We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond, to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

**Mālama I Ka Pono:** 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.

**Mālama I Ka 'Ohana:** We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua'a of Waimānalo throughout Ko'olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Mālama I Ka 'Āina:** We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the 'āina of Hawai'i. Ka Mauli O Ka 'Āina A He Mauli Kānaka: The Life of the Land is the Life of the People.

**We are seeking a dedicated, talented and team-oriented Patient Service 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 Service Representative will provide a high level of customer service and promote a positive attitude to create a friendly, patient focused environment while performing front desk responsibilities relating to check-in and scheduling of patients effectively to help ensure efficient operations and patient flow. This position will perform a variety of tasks in an organized and efficient

manner, to include but not limited to greeting and assisting patients and the public, patient registration and appointment scheduling, verifying insurance coverage, copayment collection, cashiering, maintaining and updating patient information, and screen patients for financial assistance (Sliding Fee Scale) and other eligible programs in the Front Office. The Patient Service Representative also assists in providing coverage in the Call Center and performs customer service duties which include answering multi-line phones timely, handle telephone inquiries, transferring calls throughout the health center, conducting appointment reminders, and canceling and rescheduling of appointments. This position is expected to work within the program directives set by the funding sources, within the philosophical framework set by the Board of Directors of WHC, and function as part of the Community Services team.

## **QUALIFICATIONS**

- ❖ Excellent communication and customer service skills (verbal, listening, written).
- ❖ Must have the ability to resolve problems and prepare written reports, other necessary communications in a professional manner.
- ❖ Strong organizational skills: ability to prioritize work; detail oriented.
- ❖ Must be able to work, interact and communicate effectively, respectfully and sensitively with multi-ethnic, multi-cultural staff, patient and community 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, and work well with others.
- ❖ 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.
- ❖ Work harmoniously with co-workers and others in a courteous and productive manner.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- ❖ High School Diploma or equivalent required. Advanced education preferred.
- ❖ One-year related experience and/or training; equivalent combination of education and experience.
- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Proof of full vaccination and booster against COVID-19 vaccination 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 – Up to \$200 annually
- ❖ Group Term Life Insurance
- ❖ Supplemental Group-term Life Insurance & AD&D Insurance
- ❖ Employee Retirement Savings Plan 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 5 or more years of service
- ❖ Tuition Assistance Program
- ❖ Free Parking
- ❖ and more.....