



## Patient Service Representative

*Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented Patient Service Representative to join our `ohana (family) to support our mission and values.*

### 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 Maui O Ka `Āina A He Maui Kānaka: The Life of the Land is the Life of the People

## Summary

The Patient Service Representative (PSR) provides a high level of customer service, fostering a welcoming and patient-centered environment while handling front desk duties such as patient check-in and scheduling to maintain smooth operations and efficient patient flow. This position handles a variety of tasks efficiently, including greeting and assisting patients and the public, managing registration and scheduling, verifying insurance, collecting copayments, processing payments, maintaining records, and screening patients for financial assistance programs like the Sliding Fee Scale. The PSR also provides support in the Contact Center, performing customer service tasks such as answering multi-line phones promptly, managing phone inquiries, conducting appointment reminders, handling appointment scheduling and cancellations and rescheduling. This position is expected to adhere program guidelines established by the funding sources and the strategic framework set by the Board of Directors of WHC, while working as an integral member of the Community Services team.

## Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee coverage paid by WHC Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week.
  - 1 to 3 years – Max. Accrual = 120 hours
  - 3 to 8 years – Max. Accrual = 160 hours
  - 8 + years – Max. Accrual = 200 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay Casual Dress Friday Longevity Benefit After 5 or more years of service.
- Tuition Assistance Program
- Discounted Medical,
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain a regular work schedule and is flexible in the event additional coverage is needed to meet business demands.
- Arrives on time for work, classes, meetings, and events, dressed in semi-casual or WHC outreach attire, consistently presenting a professional image of WHC.
- Outstanding communication skills (verbal, written and listening) combined with excellent customer service abilities.

- Demonstrates the ability to multi-task and maintain professionalism under pressure, with flexibility and a calm, composed approach to stressful situations.
- Able to resolve problems and compose written reports and other necessary communication with professionalism.
- Ability to organize and prioritize tasks with precision, maintaining attention to detail and the flexibility to respond to shifting priorities.
- Must be able to work, interact and communicate effectively, respectfully, and sensitively with a diverse staff, patient base, and community.
- Maintains a positive attitude, demonstrates compassion, follow instructions, and effectively collaborates with others.
- Proficient in MS Office (Outlook, Teams, Word, Excel, PowerPoint), NextGen, GoTo, Cisco, and adept at using standard office equipment.
- Ability to read, understand, and apply documents such as safety regulations, operating instructions, and procedure manuals. Ensures compliance with WHC's policies and guidelines.
- Ability to function with little to no supervision.
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### **Certificates, Licenses, Registration**

- High School Diploma or equivalent required.
- One-year of related experience and/or training; equivalent combination of education and experience.
- Two-Step Tuberculosis clearance is required.