



CASA de SALUD
Always by Your Side

Patient Experience Associate

ABOUT CASA DE SALUD

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

POSITION SUMMARY

The Patient Experience Associate (PEA) staffs the front desk and is often the first contact patients, volunteers, and community members have with Casa. The role of the Patient Experience Associate is to provide each individual that contacts the office with an experience that exceeds the individual's expectations. It is important that the PEA is courteous, helpful, and professional in all interactions. They also play significant roles in maintaining patient medical records and managing transactions for services. The PEA helps current and future patients understand the types of services Casa offers and how the organization can help them.

OVERALL RESPONSIBILITIES

Communication

- Greet patients in a kind manner, making the patient feel welcome and safe in the clinic environment.
- Manages incoming phone calls and check and respond to voicemails in a timely manner
- Assists with community health initiatives, works cooperatively with others as part of a team.
- Shares community health and social services resources with patients as needed.

Care Coordination

- Documents in Casa's electronic medical record in a timely, professional, and accurate manner.
- Registers patients prior to their health care visit and maintains registration sign-in sheet
- Reviews and updates patient demographic information at each visit.
- Assists with care coordination — Coordinates care following licensed provider recommendations — by scheduling appointments, and follow-up visits.
- Processes records requests, including but not limited to printing patient records when requested, requesting records or sending records for continuity of care.
- Collects patient data including but not limited to no-shows, visit waiting lists, fee payment plans, etc.
- Helps patients check out and understand next steps in treatment
- Provides administrative support to the clinical care team as needed.

Fees Transactions

- Collects patient fees and outstanding balances at each visit
- Tracks daily cash transactions
- Establishes payment plans with patients as needed

Office Responsibilities

- Assure readiness of the reception area for each working day; open the building at the designated time and have all front desk activities fully operational at the start of business hours.
- Secure building at the close of each working day; turn off or unplug appliances and machines according to agency protocols and lock all entrances.

Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical and healthcare-related concepts
- Excellent interpersonal and health communication skills
- Strong professional written communication skills
- High degree of attention to detail
- Consistently meet or exceed quality standards and serve as mentors for other associates

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English and Spanish required
- Prior receptionist or administrative assistant experience preferred
- Ability to work accurately and efficiently in a fast-paced environment
- Commitment to working with medically underserved patient populations
- Proficiency in Microsoft Office 365 and Google Suite software
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required
- High School Diploma or GED required; Bachelor's degree preferred

WORKING CONDITIONS

- Work is normally performed in a typical office environment
- Typical work hours include business hours, evenings, and weekends
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

APPLICATION INFORMATION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to info@casadesaludstl.org or 3200 Chouteau Ave. St. Louis, MO 63103.

Learn more about our mission and work — www.casadesaludstl.org