



JOB TITLE: Health Center Assistant

STATUS: Full-Time/Part-Time, Non-Exempt

RESPONSIBLE TO: Health Center Manager

GENERAL DESCRIPTION:

The Center Assistant (CA) is responsible for assisting the Center Manager (CM) in all aspects of the Center's operations. CAs are cross-trained in all areas of customer service, reception, phones, appointment scheduling, medical records, laboratory, quality control, informed consent, provider assistance. CAs cross-function in these areas on a rotating basis in the assigned health center/s.

DUTIES AND RESPONSIBILITIES:

1. Provides excellent customer service, eliciting client needs, and educating clients on Planned Parenthood services & community resources.
2. Provides education in a non-judgmental manner to patients by providing support and information on reproductive and sexual health issues, including birth control methods, pregnancy options including abortion, STI's/HIV and safer sex.
3. Provides telephone coverage for incoming calls, request for Center appointments and also other information calls that may require education about PP services and/or appropriate referrals, within or outside Planned Parenthood.
4. Performs receptionist duties for the Center by following the established appointment schedule system, greeting patients in a welcoming and courteous manner, maintaining the patient log, preparing medical records, and answering incoming telephone calls.
5. Responsible for patient fee receipts; reconciliation of computer journal sheet with daily deposits and timely reporting of same to Finance Department.
6. Conducts patient interviews and completes all necessary forms and records for patient services in an efficient and accurate manner.
7. Obtains blood and urine specimens; performs venipuncture and IM injections under supervision of Clinician.
8. Prepares patients for exams and assists in completing patient work-ups, i.e., blood pressure, weight/height, temp, blood draws, medical history, etc.
9. Follows Center procedures for the completion and follow-up of lab work including the provision of results to patients.
10. Follows center procedures for the processing and provision of OTC and prescription medications and birth control supplies.
11. Assists in assuring the Center remains in working order by maintaining an adequate stock of Center supplies.
12. Assists in maintaining an attractive and comfortable appearance of the Center.

13. Assists Center Manager in the development and implementation of new staff training.
14. Participates in developing and implementing non-medical procedures for operation of Center, (e.g. medical records management, billing, waste management, quality and risk management, informed consent, marketing, education and outreach).
15. Works as a team member to meet or exceed center productivity and customer satisfaction goals.
16. Participates in maintaining uniform patient record systems, e.g. computer data, patient filing system
17. Participates in departmental and interdepartmental committees, which affect or determine policies and procedures related to the delivery of reproductive health care to the consumer and to the success of PPHS.
18. Participates in routine upkeep and regular housekeeping of center.
19. Special projects/ other duties as assigned by Center Manager.

Education: Minimum high school diploma, GED

Experience: Customer service experience. CMA, CNA, relevant Health Care, or other customer service experience or equivalent educational background.

Personal: Understanding of and commitment to PPHS goals and mission. Must be able to prioritize and have good communication and organizational skills. Must be able to work independently as well as part of a team. Demonstrated ability to relate to persons of diverse backgrounds and ability to communicate effectively with others.

Vision, Hearing, and Speaking: Must be able to read and analyze data daily. Required to hear telephone and communicate with staff and public daily via telephone and in person.

Agility and Dexterity: Must be able to input and retrieve data daily. Required to perform written communication and use office equipment necessary to the performance of job duties (computer, printer, fax, telephone, calculator, postage meter, copy machine).

Mental: Ability to read, comprehend and analyze data daily.

Employee Signature

Date