

JOB OPENING:

**Health Care Assistant I, Full Time, Non-Exempt
Upper Hudson Planned Parenthood, Albany Office**

Trusted community healthcare agency is looking for a Health Care Assistant who wants to make a difference, with a lot of energy and commitment to providing the best care possible to everyone who walks through our door!

Responsibilities:

This position assists UHPP in the delivery of quality health care by performing non-medical functions which enable the agency to provide efficient, sensitive, quality medical services to clients and other members of the community in a team environment. The primary responsibility is to ensure excellent customer service at all times and encourage client retention and satisfaction. The position is highly visible with extensive patient contact.

General Duties:

- Schedule appointments
- Verify insurance
- Check in/out of patients, collect co-pays, payment for visits, etc.
- Provide excellent customer service and phone communication
- Enroll patients in insurance programs subject to qualification
- Maintains patient charts and records in accordance with clinic standards and guidelines, assuring confidentiality of all records, filing, faxing, copying, etc.
- Distributes contraceptive supplies and maintains appropriate records
- Preparation of client statistics and filing
- Maintaining cleanliness and order in client services area, patient waiting areas, or other areas deemed appropriate for staff and client comfort
- Makes a commitment to participate in UHPP's Risk and Quality initiatives
- Reports any safety or maintenance concerns
- Provide relief coverage at other sites as scheduled
- Covers evening shifts and Saturday rotations as scheduled at all centers
- Perform all other duties as assigned

Qualifications

- High School diploma or GED required
- 1 year work experience in a medical office required, NextGen experience a plus!
- Prior experience working in a customer service position preferred
- Able to relate comfortably, professionally and nonjudgmentally to patients at all levels.
- Accurate, well-organized and able to work well under pressure.
- Bi-lingual a huge plus!

Upper Hudson Planned Parenthood offers its employees a competitive wage, benefits package, including health and dental insurance, holidays, paid time off, retirement plan, and much more in a friendly environment.

To apply, please send your resume and cover letter to AmyWolff@uhpp.org

*One of the fundamental beliefs guiding Planned Parenthood is that the respect and value for all types of diversity in all aspects of our organization are essential to our effectiveness and organizational well-being.
We are an equal opportunity employer.*