

PATIENT SERVICE REPRESENTATIVE/SECURITY

Sacred Circle Health is seeking a full-time PATIENT SERVICE REPRESENTATIVE/SECURITY for Pamela's Place in Salt Lake City, Utah.

As an entity of the Confederated Tribes of the Goshute Reservation, we, at Sacred Circle Healthcare, preserve the Goshute heritage of protecting and caring for family and extend the tradition to all marginalized and underserved populations in our area. We refuse to let access, ethnicity, or socioeconomic status restrict someone from receiving complete healthcare.

Interested in joining our team? We are looking for people who are genuine, kind, ambitious, positive, and helpful - exceptional people building on a celebrated heritage who are passionate about delivering uncompromising care - people who make a difference every day no matter what their role or position. If you are looking for a job where the work you do impacts lives for the better every day, you are in the right place!

Job Summary

- **Overview:** Responsible for all front office functions including customer service, patient registration, insurance verification, cashiering, appointment scheduling, answering telephones, filing, computer work, and handling medical records. Protects our premises, assets, and personnel.
- **Reports to:** PP Practice Manager
- **Department:** Front Office
- **Supervisory responsibilities:** None
- **Schedule:** Availability of 7:45 am – 6:00 pm
- **Closing Date:** January 13, 2022
- **Apply:** Send your resume and any pertinent application materials to - jobs@schc.net, please state which job you are applying for; or visit our [website!](#)
- **Contact:** Kelsie Bolaño, 385-955-6539

The successful candidate:

- Welcomes patients/clients/visitors, determines purpose of visit and directs them to the appropriate person or department.
- Checks in patients and properly documents registration.
- Verifies insurance and verifies patient demographics.
- Schedules, cancels, and reschedules patient appointments.
- Collects co-pays and cash from patients, gets authorization on credit cards.
- Enters charges, payments, and balances into the computer.
- Files and retrieves medical records. Copying and faxing duties.
- Responds to an emergency appropriately.
- Maintains access control
- Patrols clinic, recording incidents and suspicious behavior.
- Provide protection and safety in the clinic space.
- Practices and adheres to the Mission, Vision, and Values Statement.
- Reads, understands, and adheres, to all Sacred Circle Health Care policies and procedures.

Job Posting – Patient Service Representative/Security – Full-time

- Responsible for keeping patient waiting areas, office, and files clean and organized.
- Any other duties as assigned.

Required Education, Experience, Knowledge, Skills, and Abilities

- A high school diploma or GED is required.
- Minimum one (1) year of experience in a customer service or reception position, preferable in a medical office setting. Willingness to be trained in security and patient de-escalation.
- Cannot be on the (LEIE) Exclusion list.
- Efficient knowledge of office equipment including fax machine, copier, computer, telephones, etc.
- Knowledge of public safety and security procedures/protocols.
- Ability to handle multiple priorities at once with minimal supervision.
- Ability to comprehend and follow written and verbal instructions.
- Ability to organize and communicate clearly.
- Skill in developing and maintaining effective working relationships with patients, medical staff, and the public.
- Skill in surveillance and detail orientation.
- Ability to react calmly and effectively in emergency situations.
- Ability to interpret, adapt, and apply guidelines and procedures.
- Ability to maintain confidentiality of patient and employee information.

Additional Information – Join us as we are Redefining Compassionate Healthcare, together!

As a group of 4 healthcare clinics, diversity drives our identity. We are proud of our Native American heritage. Whether you are seeking your first job, transitioning back into the workforce, looking to start your career, or grow an existing one, Sacred Circle Healthcare walks with you. We need you for what you can do. We strive for a mix of benefits to help you combine great work with a great life.

- Competitive pay
- Healthcare coverage for you and your family
- Generous PTO, paid holidays and floating holidays to celebrate what is important to you (prorated for part-time employees)
- Retirement matching to invest in your future
- Colleagues that are unparalleled
- A culture that is second to none

Sacred Circle Healthcare/Confederated Tribes of the Goshute Reservation gives preference to qualified American Indian/Alaskan Native Applicants