



**Work for a small, innovative primary care clinic where you will be a valued part of a collaborative clinical team!**

Orchid Health is a certified Rural Health Clinic located in Estacada, OR, which is a 25-minute drive from downtown Portland. We believe that team-based care is crucial in order to meet the needs of our complex, underserved population.

The Patient Support Specialists are one of the most important roles at Orchid Health. Oftentimes you are the first contact with our patients and their family members, and are responsible for making a good impression.

As a Patient Support Specialist you are responsible for coordinating the daily administration of doctors, staff, visitors and patients at Orchid Health. You schedule appointments, answer patient inquiries, delegate patient emergencies, and monitor stock and supplies at the clinics.

We welcome applicants who fit the description below and are happy to discuss any questions that you may have before applying.

**Required Qualifications**

**Front Desk**

Prepare for the day's patients by verifying insurance, scrubbing for missing information, and preparing documents before we open so that the check in process is streamlined.

Warmly and professionally greet patients as they check into the clinic for their appointments.

Collect and record necessary patient intake paperwork and any patient copays.

Answer phone calls, schedule patient appointments, answer patient questions, and be able to identify when patients need to discuss questions with a medical professional.

Handle incoming faxes by passing them off to the appropriate staff member and/or uploading documents to patients' electronic health records system.

Calmly and professionally respond to healthcare crises as the first line of interaction. Appropriately involve supervisor(s) and the appropriate healthcare staff as needed.

**Population Health**

Perform pre-visit scrub to identify any gaps in care (preventative health, CCO metrics, other health maintenance items due) and communicate these with the team during morning huddle.

Run reports based on specific quality measures to identify patients that may need additional outreach in order to schedule them for a visit.

Create, edit, and maintain a "scorecard" style report that outlines how we are doing as a team in achieving specific quality outcomes.

**Community Involvement**

Participate in community events, promotional efforts, and healthcare activities.

Present the clinic in a positive light at all times to members of the community.

Maintain professional boundaries in the community at all times especially regarding PHI, HIPAA, and other sensitive information.

Nightly cleaning of the waiting room to ensure it is clean and presentable with fresh coffee, water, cups, tissue, business cards, stickers, magnets, etc.



## **Cultural Qualifications**

- You possess genuine empathy and the desire to empower patients in reaching their health goals
- Team player attitude and consistent professionalism
- Interpersonal skills - successful applicants are those who enjoy building relationships by listening well, asking questions, and helping patients to find their own answers

## **Must Have's**

You like to ask questions.

You show compassion every day when dealing with patients.

You refrain from discussing personal political and religious views in the workplace.

You support your team and recognize them when they go above and beyond.

High school diploma or GED certificate

Minimum of 1 year medical office experience

## **Nice to Have's**

Working knowledge of Athena

English-Spanish bi-lingual

## **Compensation:**

- DOE plus health/dental/vision insurance, PTO, CME stipend, plus a number of other fringe benefits including monthly massages and more.

For more information about Orchid Health, visit our website at [www.orchidhealth.org](http://www.orchidhealth.org). To apply, email your resume to [vikki@orchidhealth.org](mailto:vikki@orchidhealth.org).