

Job Description
Family Health Partnership Clinic
Front Office

Reports To: Office Manager

Works Closely With: Nurses, physicians, Clinical Manager

Summary: The Front Office/Specialty Scheduler position is both the face to the Clinic to patients, as well as the primary person who will refer to outside specialties.

Primary Duties:

- Daily preparation to ensure smooth clinic operation
- Check patients in, verify address, and phone number, income and collect needed id's for IBCCP or other services
- Keeps close watch on the waiting room to ensure patients are being seen
- Prepare charts as needed

Secondary Duties:

- Confirms appointments
- Makes appointments
- Assists with other duties including records release, nurses' pink sheets, messages on the voicemail

Additional Skills:

- Good communication skills in Spanish and English, both oral and written
- Good understanding of the Clinic and its mission and role in the community
Ability to be flexible within the scope of the position
- Detail oriented