

## Medical Assistant Patient Service Representative

San Francisco, California

*UCSF Benioff Children's Physicians (UBCP) is a multispecialty physician foundation, and an associated clinically integrated network [CIN]. Our primary goal is to foster physician collaboration to deliver the most advanced pediatric care throughout Northern California and beyond. We have Pediatric and Adolescent, Ophthalmology, and Women's health clinics located throughout the San Francisco Bay area.*

### DESCRIPTION

This recruitment is for a Medical Assistant/PSR position in our San Francisco clinic. The position will work side by side with pediatricians to provide outstanding clinical support as a Medical Assistant and could also work performing a variety of receptionist and front desk patient-related duties, including but not limited to, answering phones, scheduling appointments, paging doctors when necessary, checking in patients, receiving co-pays and faxing. This position is ideal for a professional who wants to be part of a very dynamic and supportive working environment.

### POSITION SUMMARY:

The Medical Assistant/ Patient Services Representative (MA/PSR) is the initial point of contact for our patients and also the community-based physicians. The incumbent must possess exceptional customer service skills and have a desire to work in the public eye. Communication skills are key, as you will be expected to communicate clearly with parents, physicians and your team, with an emphasis on keeping the patient at the center of the conversation. Likewise, the Medical Assistant provides clinical support to the Pediatrician and will work within the scope set forth by the clinic.

### JOB DUTIES AND RESPONSIBILITIES:

#### SERVICE STANDARDS

Demonstrated ability to remain professional, even when working through difficult situations, support the vision of the Care Center and the core values of UCSF Benioff Children's Physicians.

#### PRODUCTIVITY/EFFICIENCY

Receives patients at the care center. Tasks include providing information about clinical services, insurance and payment policies; patient's registration; processing new patient paperwork; collecting copays; and following up with patients for payment /insurance information when necessary.

Attends to physician and practitioner needs to support patient care and practice development.

Schedules and confirms appointments. Monitors schedule frequently for capacity.

Attends to billing corrections in a timely fashion. Asks for assistance as needed to expedite patient concerns as quickly as possible.

Distributes incoming paper lab results and scans records into patient chart on a daily basis, as directed by the Supervisor.

Answers phones professionally and warmly to assist all callers with their healthcare objectives.

Helps maintain office supplies, equipment and general office systems.

#### TECHNICAL SKILLS

Effectively utilizes Electronic Health Record (E.H.R.), Microsoft outlook and MS Office Suite.

Takes a proactive view of daily and weekly clinician schedules, fills openings via the waiting lists and through requesting patient names from clinicians. Works diligently to keep clinicians' schedules full.

Keeps patient demographics and insurance information accurate and up-to-date in the EHR.

## COMMUNICATION

Provides friendly, knowledgeable and responsive internal and external customer service. Sets appropriate expectations for patient and staff like.

Reminds patients of their appointments 72 hours in advance and on a daily basis or as needed, defined by the department workflow.

Checks voicemail throughout the day and returns patient calls the same day and no later than 24-hours.

Utilizes EHR to communicate about appointment details. Keeps other administrative team members well-informed of any patient(s) or physician(s) needs, schedule changes, etc.

Keeps Supervisor informed of customer compliments, complaints, or problems critical issues with clinical services in a timely manner.

## QUALITY

Maintains current knowledge of all physicians and services of the practice.

Consistently extends a professional, warm environment by using a pleasant tone of voice and maintaining composure at all times.

Attends staff meetings and other office meetings, as required.

Holds self and peers accountable to uphold the Standards of Behavior regardless of race, ethnicity, culture, religious affiliation, disability, socioeconomic background, education, sexual orientation, marital status, gender, age or position.

## UBCP CITIZENSHIP

Adheres to all UCSF Benioff Children's Physicians policies and procedures (i.e. Administrative and Human Resources), practices safe work habits, and engages in good business standards and practices.

Respects and is sensitive to cultural diversity, patient care, patient rights and ethical treatment, safety and security of physical environments, teamwork, and demonstrates respect for others.

## OTHER JOB FUNCTIONS

Complies with all HIPAA regulation and UBCP standards of patient confidentiality.

Accepts and performs other job-related duties, projects and responsibilities, as required.

## REQUIREMENTS

High School diploma or equivalent

Certified Medical Assistant

Graduate of an approved MA program, which includes injectable training

Medical Assistants are required to complete their CCMA exam within 90 days of hire.

## BENEFITS

We offer a competitive benefits package, including a very generous 401(k) and Paid Time Off (PTO) plans.

Salary \$28-\$32 per hour.

Equal Employment Opportunity

*UCSF Benioff Children's Physicians (UBCP) is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Qualified candidates with criminal histories will be considered. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.*