



Southside Coalition of Community Health Centers

Job Opportunities

UMMA Community Clinic

UMMA envisions itself as part of a larger network of institutions addressing the health and well-being of the underserved and indigent, mindful of the cultural, spiritual, social and economic realities that impinge upon them, and the traditional barriers to accessing care.

Our Mission

To promote the well-being of the underserved by providing access to high-quality healthcare for all, regardless of ability to pay.

Our services, activities and governance reflect the Islamic values and moral principles which inspired our founders. These include the core values which are universally shared and revered by society at large: Service, Compassion, Human Dignity, Social Justice, and Ethical Conduct.

➤ Member Services Representative (P/T)

Summary

The Member Services Representative is responsible for providing overall exceptional customer service for all new, current and future patients with health care insurance enrollment, post-enrollment and retention activities. The Member Services Representative will work closely with department leads to ensure a positive full cycle patient experience, including setting up patient appointments, conducting follow up calls on patient experience accordingly and provide linkage to community resources as needed.

Essential Duties:

- Enrollment assistance for public insurance programs including MyHealthLA and Medi-Cal
- Manage client enrollment and follow up as needed.
- Listen, identify, and recommend resources and services to help meet patient needs.
- Provide individuals with information on UMMA's services and help promote wellness and healthy behaviors.
- Demonstrates commitment to best customer service practices.
- Able to multi-task on various applications and client needs simultaneously.
- Submit monthly report of enrollment activities and other reports as assigned.
- Other duties as assigned by department leads.

ENVIRONMENT

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. In addition, the incumbent may travel via personal vehicle or public transportation throughout the community.

PHYSICAL ACTIVITY

In the course of performing this work, the incumbent:

Will spend substantial time standing, sitting, speaking and listening

Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds

May travel via personal vehicle or public transportation to other facilities throughout Los Angeles

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EQUIPMENT & SOFTWARE OPERATION

The incumbent in this position may operate any/all of the following equipment:

Telephone, cell phone, fax

Computer, printer and related equipment

Copy machine

Audio-visual equipment

Personal automobile

Computer software may include any or all of the following:

Microsoft Office

Microsoft Access

Design / Publishing software

Internet Explorer

Donor Software

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent must have:

High school graduate or equivalency

Bi-lingual, Spanish written and speech required

Minimum 3 years experience in similar role

Demonstrates high attention to detail

Commitment to providing exceptional Customer Service

Certified Enrollment Counselor

Experience with, knowledge of, multi-ethnic and underserved communities.

Good oral/written communication, interpersonal

A demonstrated ability to maintain confidentiality

Proficiency in mathematics and analytical comprehension

Proficiency in Microsoft Word, Excel, Outlook and Access

We appreciate your time and look forward to hearing from you!

APPLY FOR THIS POSITION:

Please send your Resume and Cover Letter to hr@ummaclinic.org with the position you are applying for as subject.

➤ Comprehensive Perinatal Health Worker/MA III

Job Duties

This position will be responsible for two major aspects of the various evidence-based practices: ensuring fidelity to the various models, and overseeing outcome data. This would include but not be limited to the following responsibilities:

CPSP Specific:

- Complete all required documentation forms for the CPSP program.
- Develop appropriate (ICP) Individual Care Plan with patient after the assessment following CPSP protocol
- The CPHW work closely with the OB Lead provider for accuracy and productivity.
- Conduct postpartum assessments identifying breastfeeding and family planning counseling needs. Documents birth outcomes for compliance.
- Record accurate information obtained from patient or parent/guardian in the electronic health record in a timely manner.
- Explain procedures to patients, answers questions as needed and/or allay their anxiety by providing them with additional time and/or information to make informed decisions. Determine and assess patient's understanding of information provided to them.
- Review and obtains informed consents from patients. Check for accuracy of consent/forms prior to filing into patient's electronic health record.
- Enters all encounters in eClinical Works (eCW) CPSP tracking and manually
- Ensures continuity of care by establishing CPSP trimester re-assessments based on clients expected date of delivery.
- Refer clients to appropriate perinatal support services needed including; Dietician, Social Worker, IBH, Health Educator, Lactation Consultant, Oral Health, and Health Insurance Support. Generates outside referrals to community programs such as WIC and Welcome Baby as well as delivery hospital maternity tours.
- Attends monthly Prenatal Meetings

Medical Assistant Duties:

- Assess patients, measure vital signs, and obtain pertinent information as required per visit type.
- Review patient's electronic medical record for completion and accuracy; makes sure that test results are in the electronic health records prior to the patient being seen by the physician/provider. Obtain any missing report as needed.
- Reinforce instructions given to patients by the physician. Provides patient's with written or verbal education materials with regards to office policies, medication, management of disease, home treatments and special diets as needed.
- Observe patient's reaction to drugs and/or treatments/procedure and reports any unusual condition or observation to the physician.
- Ensure that all orders and office services are completed and submitted for billing purpose.
- Assist in the follow-up of failed appointments. Notifies patient by mail or phone and documents follow-up in patient's electronic health record.
- Collect specimen for pregnancy testing when there is no verification of pregnancy, Maintains and stocks rooms with patient care supplies, sterilizes equipment, and keeps work area clean, orderly and functional. Check, set up exam rooms and assist in the opening and closing of department.
- Ensure safety of patients and visitors by adhering to all safety rules and regulations
- Support the medical providers and other staff in the department.

- Perform other functions of a medical assistant both in the front and the back office as needed. Assist in discharging patient from care, placing orders, referrals, appointment scheduling, answering phones, maintaining front desk and back office supplies, etc.
- Assist in training and orienting new staff member
- Accurately maintain equipment and medication logs on a daily basis. Responsible for reporting equipment malfunction/repairs needed.
- Possess the ability to be flexible to function in all positions of the department

Scheduling:

- Schedule appointments for all New OB Visits, Ultrasound, Prenatal Classes, IBH, Centering Pregnancy and return appointments for CPSP.
- Responsible for confirming clients scheduled for CPSP assessments and accommodates client for care to increase participation and productivity.
- Follow up on Missed Appointments by calling patient, rescheduling, and sending reminder letters.

Department Specifics:

- Ability to work in a fast paced, high volume community clinic environment
- Perform functions required by CPSP (Comprehensive Perinatal Service Program). Must attend training to become a certified CPHW as mandated by the CPSP program.
- Must have basic knowledge of how prenatal care is provided
- Required to conduct patient follow up and tracking for Postpartum Quality Assurance to comply with standards
- Required to attend training for Family Planning Health Worker
- Required to attend training held by CAIR (California Immunization Registry)
- Required to attend a basic Breastfeeding Training

Physical Activity

In the course of performing this work, the incumbent:

- Will spend substantial time standing, sitting, speaking and listening
- Will reach, stoop, bend, kneel, crouch, lift supplies and equipment
- Must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move patients for which he/she must obtain assistance
- Must use personal protective supplies/equipment in accordance with policies

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Equipment & Software Operation

The incumbent in this position may operate any/all of the following equipment:

- Multiple-line Telephone, fax
- Computer, printer and related equipment
- Copy machine
- Credit Card Machine

Computer software may include any or all of the following:

- EMR-eClinical Works
- Microsoft Office

- Microsoft Excel
- Internet Explorer

Position Requirement

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent must have:

- High school graduate or equivalency.
- Certification or diploma as a medical assistant in the State of California.
- Certification through the California Family Health Council (CFHC) Basic Health Worker course, recommended.
- CPHW training required
- Family Planning Certificate recommended
- Lactation Education training recommended
- Ability to speak, write and read English
- Bilingual, English and Spanish preferred
- Knowledge of computer, office equipment use
- At least two years' experience as a medical assistant in adult, pediatric and or OB/Gyn outpatient setting.
- Must be flexible with his/hers hours.

Must be able to perform physical requirements of this job including:

- Lifting
- Prolonged standing and walking
- Repetitive motion, e.g. computer use

APPLY FOR THIS POSITION:

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➤ Operator/Appointment Setter

Summary

Responsible for:

Answering incoming telephones for UMMA clinic, scheduling and confirming appointments, rescheduling appointments when needed, having a basic understanding of insurance plans and taking very detailed messages for the physicians.

Promoting a professional health care facility image by the efficient performance of a variety of business and clerical tasks designed to facilitate the smooth flow of patients, clients, and work throughout the organization.

Job Duties:

- Present, review, update, process patient registration forms according to guidelines.
- Complete funding program assessment and assign patients/clients to the correct program. Refers patients/clients to Medi-Cal representative as appropriate.

- Verify patient Medi-Cal or other payer eligibility.
- Facilitate completion of program assessment and history forms.
- Maintain complete packets for every funding program
- Maintain established office policies and procedures to follow HIPAA & OSHA guidelines
- Maintain an organized and clean work environment
- Perform other reasonably related duties as assigned by the supervisor

Telephone Operations:

- Answer all incoming telephone calls and dispose of properly via appropriate transfer, taking a message, or follow-up and return calls
- Route all calls within, to and from the clinic
- Prints schedules a day ahead to confirm all appointments by telephone.

Scheduling:

- Schedule appointments for all doctors, which includes scheduling any labs, support staff appointments and follow up appointments;
- May include opening or closing schedule changes as appropriate
- Monitoring all schedules for errors or overbooking
- Call or send letters to patients that have missed their appointment per protocol.

Training & Development:

- Attend and participates in development programs.
- Participate in workshops and programs. Assists in the training of other employees as needed
- Maintain certification where applicable, and continue to improve skills.
- Cross train to other positions as directed

Customer Service:

- Support the mission statement to develop, enhance, and promote quality customer service through team efforts.
- Exhibit flexibility, sensitivity, and respect, maintaining a working relationship with all team members.
- Act as patient relations representative by answering client/patient inquiries either in person or over the phone within the limits of his/her knowledge and clinics medical practice policies.

Physical Activity:

- In the course of performing this work, the incumbent:
- Will spend substantial time standing, sitting, speaking and listening
- Must regularly move/lift up to 10 lbs and occasionally lift/move up to 20 lbs

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Equipment & Software Operation:

- The incumbent in this position may operate any/all of the following equipment:
- Multiple-line Telephone, fax
- Computer, printer and related equipment
- Copy machine
- Computer software may include any or all of the following:

- Patient medical records software (currently: eClinical Works)
- Microsoft Office/Excel
- Internet Explorer

Position Requirements:

- These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.
- To perform effectively in this position, the incumbent must have:
- Exhibit professional demeanor at all times while representing the practice
- Working knowledge of medical terminology
- Working knowledge of standard medical records maintenance policies, practices and laws
- Basic knowledge of Clinic policies and procedures
- Strong clerical/administrative skills including use of personal computer, especially medical word processing and spreadsheets
- Able to handle multiple-phone line
- Ability to maintain absolute discretion over highly sensitive patient information.
- Very effective people skills including oral communication skills and customer service skills
- Ability to work effectively with people of diverse cultures, ages and economic backgrounds
- Detail and task-oriented
- Must work well with constant interruptions
- Bilingual in English/Spanish – both written and verbal
- Follow set routines and be alert to variations and make decisions accordingly
- Must maintain organized and accurate records
- Exercise team coordination skills and maintain cooperative relationships with staff members, patients and providers
- Typing speed of minimum 30 WPM

APPLY FOR THIS POSITION:

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➤ **Patient Care Coordinator**

Summary

Responsible for:

- Ensuring all medical records are set-up and maintained in accordance with standards
- Promoting a professional health care facility image by the efficient performance of a variety of business and clerical tasks designed to facilitate the smooth flow of patients, clients, and work throughout the organization

Job Duties:

- Cheerfully greet and register incoming clients, patients and visitors in a prompt and pleasant manner.
- Present, review, update, process patient registration forms according to guidelines.

- Complete funding program assessment and assign patients to the correct program. Refers patients to Enrollment Coordinator as appropriate.
- Verify patient payer insurance eligibility, and any co-pays or share of cost.
- Collect patient co-pays or share of cost according to policy.
- Act as patient relations representative by answering patient inquiries either in person or over the phone within the limits of his/her knowledge and clinics medical practice policies.
- Answering incoming calls and routes them to the appropriate departments, generates Telephone Encounters (TE) to clinician's or other staff as needed and per patients request.
- Creates New patient records in EMR (eClinical Works) according to guidelines.
- Review all medical record charts for the following day and ensure all documents are properly filed and present in the patients record.
- Add and Remove Alerts in patients record as needed
- Sends letters to patients as directed by clinician.
- Facilitate completion of program applications/forms (CHDP, Family Pact, EWC/CDP, Medical, HMO, MHLA, Self Pay).
- Maintain a supply of complete packets for every funding program.
- Schedule patient appointment, cancel, reschedule.
- Maintain established office policies and procedures.
- Maintain an organized and clean work environment at all times
- Consistent on time arrival and ready to begin work at the start of the day. Does not abuse or take advantage of sick time.
- Opens, Closes clinic as directed by supervisor.
- Perform other reasonably related duties as assigned by the supervisor.

Physical Activity

- In the course of performing this work, the incumbent:
- Will spend substantial time standing, sitting, speaking and listening
- Will reach, stoop, bend, kneel, crouch, lift supplies and equipment
- Must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move patients for which he/she must obtain assistance
- Must use personal protective supplies/equipment in accordance with policies

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Equipment & Software Operation

- The incumbent in this position may operate any/all of the following equipment:
- Multiple-line Telephone, fax
- Computer, printer and related equipment
- Copy machine
- Credit Card Machine

Computer software may include any or all of the following:

- EMR-eClinical Works
- Microsoft Office
- Microsoft Excel
- Internet Explorer

Position Requirements:

- These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.
- To perform effectively in this position, the incumbent must have:
- Working knowledge of medical terminology
- Working knowledge of standard medical records maintenance policies, practices and laws
- Basic knowledge of Clinic policies and procedures
- Strong clerical/administrative skills including use of personal computer, especially medical word processing and spreadsheets
- Able to handle multiple-phone line
- Ability to maintain absolute discretion over highly sensitive patient information.
- Very effective people skills including oral communication skills and customer service skills
- Ability to work effectively with people of diverse cultures, ages and economic backgrounds
- Detail and task-oriented
- Must work well with constant interruptions
- Bilingual skills in English/Spanish – both written and verbal
- Follow set routines and be alert to variations and make decisions accordingly
- Must maintain organized and accurate records
- Exercise team coordination skills and maintain cooperative relationships with staff members, patients and providers
- Ability to deal with irate patients and or identify when to call upon supervisor for assistance
- Typically, these skills are the result of completion of one year experience in a medical office, clinic, or other health care facility. High school graduate or equivalent, completion of a recognized medical secretarial program preferred.

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