



**VALLEY HEALTH TEAM**  
LIVE BETTER. VIVE MEJOR.  
JOB DESCRIPTION

POSITION: FIRST IMPRESSIONS REPRESENTATIVE-CENTRALIZED CALL SERVICES  
REPORTS TO: HEALTH CENTER MANAGER  
POSITIONS SUPERVISED: NONE  
CLASS: REGULAR  
CAT: FULL-TIME  
NON-EXEMPT

**BASIC FUNCTIONS:**

The First Impressions Representative-Centralized Call Services serves as the initial point of contact for patients calling for health center services. This staff member schedule appointments, facilitate prescription re-fill requests, answer general questions, conduct appointment call reminders and coordinate with other health center staff to resolve issues by telephone whenever possible. Responsible for logging, documenting and reporting all incoming and outgoing telephone calls.

**DUTIES AND RESPONSIBILITIES:**

1. Greets all incoming callers and responds to inquiry, directs caller to appropriate personnel or coordinates with health center staff to resolve issues by telephone whenever possible.
2. Schedule appointments for patients according to written protocols and records information into the practice management system.
3. Process patient complaint calls according to established protocol and written policy and procedures.
4. Reviews patient demographic information, verifies accuracy and ensures information is current and correctly recorded.
5. Verify insurance benefits as needed and obtain appropriate paperwork (i.e. Work Comp, CHDP forms, etc.)
6. Answer any questions the patient has regarding the policies and procedures of Valley Health team; explain the role of health services and programs within the organization.
7. Link/connect patient to other Valley Health Team services and programs.
8. Coordinate referrals for patients through insurance and other physician offices.
9. Make appointments for patients according to written protocols.
10. Complete and reconcile daily visit and cash reports.
11. Compile and prepare statistical reports on new and established patients.
12. Identify process improvement opportunities and participate in continuous quality improvement initiatives.
13. On a temporary basis, may be required to work at any satellite facility.
14. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
15. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
16. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
17. Practice CICARE phone etiquette during all phone interactions.
18. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
19. Respect privacy and dignity of our patients, family members, visitors and co-workers.
20. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
21. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
22. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.

23. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
24. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. High School Diploma or GED equivalency
2. Minimum one (1) year work experience in a medical setting
3. Strong customer service skills (preferably within a service industry)
4. Strong communication skills
5. Modern office practices and procedures (including email)
6. Ability to communicate to patients in a pleasant manner and show professionalism at all times
7. Fluent conversational English/Spanish or English/Punjabi preferred
8. Ability to be flexible with work schedule and available to work at all site locations
9. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
10. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Affirmative Action Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

\_\_\_\_\_  
Date