

## PATIENT SERVICES ASSISTANT

*Boulder Valley Women's Health Center has been a leader in reproductive and sexual health care in the community since our founding in 1973. Our mission is to offer accessible, confidential, evidence-based and compassionate health care, including abortion, family planning, gynecology, gender-affirming services, community education and sexual health support.*

*The Patient Services Assistant (PSA) is responsible for carrying out a variety of medical office administrative duties essential to daily clinic operation. Responsibilities include answering phones, scheduling appointments, collecting and processing payments and providing friendly, compassionate customer service to our patients, visitors and members of the community.*

**Hours:** Full time (40 hours per week) or part time (24 hours per week)

**Compensation:** \$17.00 - \$18.00 per hour | **Start Date:** ASAP

### **PRIMARY RESPONSIBILITIES:**

- Greets and attends to patients in person and over the phone.
- Schedules patient appointments.
- Evaluates daily schedules to accommodate patient flow, optimize provider schedules and minimize missed appointments.
- Performs reception duties including patient check-in, insurance verification, collecting and processing payments, and facilitating the completion of patient paperwork.
- Verifies and updates patient information in NextGen EHR/EMR.
- Dispenses supplies and medications as prescribed.
- Demonstrates complete understanding of insurance and funding sources.
- Provides health care information to patients in the areas of abortion, gynecology, sexual health and family planning.
- Serves as liaison between patients and medical staff.
- Assists other teams when needed to ensure PSA coverage, including working on another site.
- Performs other job-related duties as assigned by supervisor.

### **QUALIFICATIONS:**

- Excellent customer service and communication skills.
- Strong work ethic and a proactive, self-directed work style.
- Solid technology and computer skills.
- Strong commitment to reproductive freedom, and an ability to demonstrate knowledge and passion for social justice.

### **PREFERRED QUALIFICATIONS**

- Experience with Electronic Medical Records (EMR) software. Familiarity with NextGen a plus.
- Experience working in a clinical setting.
- Experience working with transgender and gender nonbinary patients.
- Bilingual in English and Spanish.

## **ADDITIONAL INFORMATION**

- Involves sitting for long periods of time and working in a well-lit, fast-paced environment. Requires manual dexterity sufficient to operate keyboard. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Employment at BVWHC is contingent upon satisfactory references, eligibility to work in the United States and completion of a background check.

## **WHY WOMEN'S HEALTH?**

- ✓ **We make a real impact** for those we serve. We aim to create access for those who need it the most by breaking down barriers that exist in our community.
- ✓ **We support each other.** The culture at BVWHC is built around trust, collaboration, and respect. Diverse backgrounds, experiences and viewpoints are celebrated here.
- ✓ **Our benefits include:** eight paid holidays (including Presidents' Day and the day after Thanksgiving); Paid time off; Health, Dental & Vision Insurance; Accident Insurance; Life Insurance; Short-Term Disability Insurance; Employee Assistance Plan; 403(b) Retirement Plan.

*As an Equal Opportunity Employer, we do not discriminate based on race, color, religion, gender identity, gender expression, sexual identity, national origin, age, or ability.*

## **TO APPLY:**

Please submit resume and letter of interest (PDF or Word) to **Grace Wanebo** at [grace@bvwhc.org](mailto:grace@bvwhc.org).

Applications without both a letter of interest and resume will not be considered.

No phone calls, please.