

PATIENT SERVICES ASSISTANT

Founded in 1973, Boulder Valley Women's Health Center (BVWHC) is a leader in reproductive and sexual health care in the community. As a local organization our mission is to offer accessible, confidential, evidence-based and compassionate health care, including abortion, family planning, gynecology, gender-affirming care, 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. As the first point of contact for many of our patients, visitors and members of the community, the PSA consistently provides friendly, compassionate customer service.

Hours: Full time (36-40 hours per week)

Compensation: \$17.00 - \$18.00 per hour

Start Date: ASAP

Primary Responsibilities:

- Performs reception duties including patient check-in, insurance verification, collecting and processing payments, and facilitating the completion of patient paperwork.
- Greets and attends to patients with professionalism both in-person and over the phone.
- Schedules patient appointments.
- Evaluates daily schedules to optimize provider visits and minimize missed appointments.
- Provides broad support to patient-facing operations team, and serves as backup for medical records, patient referrals, patient advocacy and funding, including coordination of abortion funding.
- Determines eligibility for cancer screening and other grant programs including Title X and Women's Wellness Connection (WWC); enters and maintains patient data in appropriate tracking systems; reconciles and processes program billing and reimbursements.
- Verifies and updates patient information in Electronic Health Record (NextGen EHR).
- Ensures that medical records are organized, accurate and complete.
- Manages follow-up system for patient referrals; provides patient reminders and manages incoming faxes and consults/referral records from outside clinics; ensures that patient's needs are identified and addressed quickly.
- Serves as liaison between patients and medical staff.

Required Qualifications:

- Excellent customer service and communication skills.
- Strong work ethic, attention to detail, adaptable with a proactive, self-directed work style.
- Ability to work as part of a team
- Solid technology and computer skills.
- Experience with Electronic Health Records (NextGen a plus).
- Strong commitment to reproductive freedom, and an ability to demonstrate knowledge of and passion for the mission of BVWHC.

Preferred Qualifications:

- Experience working in a clinical setting.
- Experience working with transgender and gender nonbinary patients.
- Bilingual in English and Spanish.

Additional Information:

- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties.

- Full COVID-19 vaccination required
- Employment at BVWHC is contingent upon satisfactory professional references, passing of a background check and verification of eligibility to work in the United States.

Why work for Women’s Health?

- ✓ **We make a real impact for those we serve.** As the first abortion provider to open in Colorado, we remain innovative and locally focused, honoring the legacy of our founders. We aim to create access for those who need it most by breaking down barriers.
- ✓ **We support each other.** Our people are passionate about what they do, the services they provide, and the clients they serve. If you’re looking for an opportunity to be part of a work family that values collaboration, innovation and dedication, we’re the right organization for you.
- ✓ **Our benefits package** includes medical insurance, vision and dental insurance, nine paid holidays, paid time off, short-term disability coverage, 403(b) retirement plan, life insurance and an Employee Assistance Program.

To Apply:

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

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

No phone calls, please.

Diversity is at the core of the work we do. As an Equal Opportunity Employer, we will never discriminate based on race, color, religion, gender identity, gender expression, sexual identity, national origin, age, or ability.