



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

|                       |                                  |
|-----------------------|----------------------------------|
| POSITION:             | FIRST IMPRESSIONS REPRESENTATIVE |
| REPORTS TO:           | HEALTH CENTER MANAGER            |
| POSITIONS SUPERVISED: | NONE                             |
| CLASS:                | REGULAR                          |
| CAT:                  | FULL-TIME<br>NON-EXEMPT          |

**BASIC FUNCTIONS:**

The First Impressions Representative serves as the focal point for the appointment system at the clinic and is the principal staff member responsible for the smooth flow of patients throughout the clinic's various services. This staff member makes appointments for patient's needs according to written protocols and directs patients to appropriate providers.

**DUTIES AND RESPONSIBILITIES:**

1. Greet patients and visitors as they come in; assist and direct patients to appropriate department.
2. Answer all incoming calls and responds to inquiry, directs caller to appropriate personnel or initiates a triage slip for response by medical personnel.
3. Schedule appointments for patients according to written protocols and enters information into the computerized scheduler.
4. Perform intake (registration) of patients by verifying that patient's information is up to date and accurate.
5. Copy and 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. Perform preliminary needs assessment of walk-in patients and nurse visits; register them for a walk-in appointment according to written protocols.
8. Coordinate referrals for patients through insurance and other physician offices.
9. Make appointments for patients according to written protocols.
10. Collect payment from patients and reconcile daily cash reports.
11. Responsible for auditing the daily route slips for accuracy and verifying cash receipts from previous days' services.
12. Compile and prepare statistical reports on new and established users.
13. Responsible for opening and closing the clinic and setting the alarm as needed.
14. On a temporary basis, may be required to work at any satellite facility.
15. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
16. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
17. 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.
18. Practice CICARE phone etiquette during all phone interactions.
19. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
20. Respect privacy and dignity of our patients, family members, visitors and co-workers.
21. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
22. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.

23. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
24. 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.
25. 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. Current Basic Life Support card
4. Strong customer service skills (preferably within a service industry)
5. Strong communication skills
6. Modern office practices and procedures (including email)
7. Ability to communicate to patients in a pleasant manner and show professionalism at all times
8. Fluent conversational English/Spanish or English/Punjabi preferred
9. Ability to be flexible with work schedule and available to work at all site locations
10. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
11. 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.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

BOARD APPROVED: