



VALLEY HEALTH TEAM

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JOB DESCRIPTION

POSITION: CHIROPRACTIC ASSISTANT
REPORTS TO: HEALTH CENTER MANAGER
POSITIONS SUPERVISED: NONE
CLASS: REGULAR
CAT: FULL-TIME
NON-EXEMPT

BASIC FUNCTIONS:

Under the direct supervision of the Health Center Manager, the Chiropractic Assistant serves two roles: a Receptionist (FOC) and the Chiropractic equivalent of an MA. As FOC this is of the most important functions in the health care delivery system and the first point where contact is made personally or by telephone. The person will receive the patient and direct them to the chiropractic services needed. Making appointments and making preliminary assessment category of payment for patients are essential before a provider can see them.

The dual role of the Chiropractic Assistant (CA) is to support the Chiropractic Department with appointment management, patient flow, record keeping, patient education and miscellaneous duties. This makes her an integral part of the Chiropractic Department services. The CA duties supports and helps to develop the professional relationship between the Chiropractor, other providers and staff in the clinic that directly affects the patient satisfaction and long term clinical outcomes.

DUTIES AND RESPONSIBILITIES:

1. Welcome patients as they contact the center personally or by telephone, and explain the services available, payment categories, and billing procedures.
2. Schedule appointments; direct walk-in patients and emergencies as per established policies and procedures.
3. Answer incoming calls and makes an appointment with the Chiropractor or makes appropriate referrals.
4. Register all patients per registration protocols and collection all documentation and billing information per billing protocol. Ensure proper documentation and data collection/ documentation.
5. Assure that all services provided have been checked out properly for each patient and reconciles the day's activities for appropriate billing.
6. Reviews and verifies patient coverage of insurance or other agencies and computes the charges to be paid by the patient.
7. Arranges for collection deposits or co-pays/deductibles prior to the patient being seen by the provider per established policies and procedures. Inform patient of their outstanding balance, collect said balance, and issue cash receipt when monies are collected.
8. Balance cash register in accordance with the cash handling policy when needed.
9. Work closely with Medical, Dental and Nursing staff to assure smooth patient flow and cut down on patient waiting time.
10. Work closely with patients who did not keep their appointment for follow-up.
11. Call and remind patient of his/her appointment. (this may also be done by the call center)
12. Follow up on "no show" patients on daily basis.
13. Communicate patient's problem/complaint to the senior MA or his/her designee.
14. Assist Chiropractor with patient education and posture screening activities.
15. Answer patient inquiries about chiropractic and encourage referrals for spinal evaluations as appropriate.
16. HIPAA compliance – responsible for maintaining abreast of and in compliance with all H.I.P.A.A. regulations and requirements. Treats all member information confidential.
17. Compliance – Ensure compliance with all local, state and federal regulations.
18. QA/QI – Participate in QA/QI activities and contribute towards the overall performance improvement of the organization.

19. IT – Required to learn and use the HER/EOHR (Medical Practice Electronic System) and its components. As required by the job functions and highlighted in the policies and procedures.
20. Other related duty as the job requires.

MINIMUM QUALIFICATIONS:

1. One year of medical/dental or chiropractic assistant experience in similar setting.
2. Formal training from a vocational school in lieu of the above.
3. High school diploma or GED.
4. Ability to relate to the patients, through familiarity with medical terminology and triage procedure.
5. Ability to type 35 w.p.m.
6. Ability to work under pressure.
7. Willingness to develop a better understanding of the chiropractic profession.
8. Ability to handle multi-functions.
9. Knowledge of book keeping and office functions.
10. Computer literate.
11. Bilingual preferred, English/Spanish.
12. Ability to work with public; communication skills (oral and written).
13. Ability to operate office machines.
14. Must show professionalism at all times especially when working with patients.
15. Ability to be flexible with work schedule and available to work at all site locations.
16. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
17. 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.

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 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