

TEAM MEMBER: OFFICE ASSISTANT

Healthy Wings Family & Psychiatric Healthcare in Tempe, AZ has a *fantabulous* opportunity for an Office Assistant, Part-Time (12-35 hours) with the potential for Full-Time (36-45 hours) – The work week includes daytime hours on Mondays, Tuesdays, Wednesdays, three Thursdays per month, and one Saturday per month.

As an Office Assistant for Healthy Wings, you will:

- Receive full on-the-job Training with clear expectations;
- Support the Practice by providing exceptional customer service with patients, students, staff, other providers, and vendors;
- Use various computer applications;
- Answer the telephones;
- Schedule new and established patient appointments to maximize clinician productivity and ensure customer satisfaction;
- Answer and direct inquiries from patients, healthcare providers, referral sources, payors, vendors, and co-workers in order to provide timely and accurate responses;
- Obtain and enter accurate patient demographic information, billing, and insurance information in order to maintain current and accurate information in patient files and the Practice's medical records system;
- Verify insurance eligibility and patient benefits to ensure reimbursements and enhance customer satisfaction;
- Manage credit and collection activities on past due accounts and participate in all collection activities of problem accounts;
- File, fax, photocopy, scan, prepare correspondence and forms, Prior Authorizations, Medical Records Requests, as well as prepare items for mailing;
- Room patients after obtaining patients' Vital Signs (including but not limited to weight, height, blood pressure, oxygen saturation, temperature, and heart and respiration rates) ensure their comfort and preparedness for examination and/or procedures;
- Assist clinicians with examinations, procedures, and/or other tasks throughout the day;
- Prepare laboratory specimens for basic lab tests, dispose of contaminated supplies, and sterilize medical instruments;
- Verify and assure Practice Chart Audits are completed and signed, and assure patient progress notes are entered according to Practice policies;
- Maintain a clean and orderly office and work environment; and
- Other projects that may be assigned to promote the growth and development of the Company.

Qualifications:

- A minimum of six (6) months of previous job-related experience, i.e., healthcare service industry, customer service, sales, retail industries;
- High school diploma or equivalent;
- Self-starter with ability to work independently with minimum supervision;

- Excellent people skills with the ability to calmly manage stressful situations;
- Possess a strong work ethic and high integrity;
- Ability to accurately record information with attention to details;
- Ability to multi-task while maintaining a commitment to details, professionalism, confidentiality, and customer service;
- Effective communication skills for accurate and organized verbal and written communication;
- Ability to operate a Microsoft-based computer, EMR, Word, Excel, Gmail, and Outlook with proficiency with the ability to learn and adapt to systems and procedures quickly after training;
- Ability to work effectively as a team member as well as work effectively with clinicians, students, vendors, and patients;
- Ability to work legally within the U.S.;
- Bilingual: Spanish, preferred; but not required;
- Must be a non-smoker, punctual, have reliable transportation, stable home-life, be free of communicable disease(s), i.e., Tuberculosis, and able to pass a pre-employment background check, urine drug screening as well as random urine drug screenings; and
- Salary: BOE.

Visit the Help Wanted page at www.HealthyWingsLLC.com/help-wanted for an Employment Application and email the completed Application with your Resume to MedicalRecords@HealthyWingsLLC.com.

Healthy Wings, LLC is an equal opportunity employer.

Following Our Instructions will Get You Noticed!

Please, no TELEPHONE calls.

Please, no SOLICATIONS calls or emails.