Y-HEP Health Center

Practice Coordinator

# Job Description

## Hours: M 10a – 7p, Tu - Th 10a – 6p, F 9a – 4p (with some limited flexibility)

## Department: Y-HEP Health Center, Philadelphia FIGHT Community Health Centers (1207 Chestnut St, 5th Floor)

## Supervisor(s): Elaina Tully MD, Y-HEP Medical Director

## Full-Time: 40 hours per week; Exempt

We are seeking a Practice Coordinator (PC) to work within Philadelphia FIGHT’s Y-HEP Health Center, a comprehensive outpatient primary care practice for adolescents and young adults (ages 13-24). This position is responsible for providing day to day support and oversight of the clinic and, in conjunction with the Y-HEP Medical Director and Philadelphia FIGHT leadership, is responsible for the successful operation of the practice. The PC is expected to facilitate the prompt resolution of problems that arise in daily clinical operations and to collaborate with the Y-HEP Medical Director in providing a consistent standard of service. The PC is expected to be on-site and available to clinical staff and patients during business hours, unless assigned to activities that require time away from the practice site.

The Y-HEP Health Center offers an inclusive and trauma-informed approach to primary care for adolescents and young adults, providing access to sexual and reproductive health services, integrated behavioral health, PrEP (Pre-Exposure Prophylaxis for HIV prevention), gender-affirming care for transgender and gender expansive youth, and other relevant social services that aim to address the social determinants of health. The Y-HEP Health Center’s mission is to improve health outcomes and expand access to healthcare for all youth, regardless of insurance status or ability to pay.

# Job Responsibilities

#### Supervision

* Supervise and directly manage all Y-HEP ancillary staff, including medical receptionists, phlebotomists, and medical assistants. Provide direct backup and/or ensure cross-coverage when needed.
* Maintain files for all supervised staff and perform annual evaluations, with development of quarterly performance review plans and training as necessary.
* Participate in the hiring, on-boarding, cross-training and professional development of Y-HEP ancillary staff.
* Provide on-site supervision and collaborate with the primary supervisors of all staff who work daily at Y-HEP (ie, Benefits Coordinator, PrEP Coordinator and Research Assistants).
* Develop and oversee the schedule for ancillary staff to optimize operational efficiency at the site.

#### Clinic Operations

* Oversee day to day site clinic operations to ensure the highest level of customer service is provided to patients.
* Oversee front desk functions of greeting clients, check-in/ registration, and waiting room oversight; provide direct backup and/or cross-coverage when needed.
* Develop efficient processes for collection of demographic and insurance information for patients.
* Oversee medical assistant functions of efficiently rooming/triaging/vitaling patients, stocking rooms and supplies, and performing phlebotomy; provide direct backup and/or cross-coverage as needed.
* Ensure smooth operations, improve cycle times, and minimize patient waiting time.
* Maintain and adjust clinic schedule as needed to improve clinic flow.
* Serve as liaison for medical providers and gather feedback on how to improve operational efficiencies.
* Assist team in resolution of day to day operational challenges and seeks feedback from the team on operations for the site.
* Oversee the provision of office support functions by medical assistants and ancillary staff, including administrative support with client communications, paperwork requests and administrative support of nursing and medical providers.
* Oversee purchasing for department and monitor budgetary adherence. Work with Medical Director to create budget and adhere to department budget. Work collaboratively with outside vendors as well as internal staff to order medical and office supplies for the site while maximizing the department’s budget.
* Provide general facilities support for Y-HEP practice, such as sorting and distributing interdepartmental mail and assisting with emergent building, facility and IT concerns.
* Act as client advocate and attempt to resolve client complaints regarding office functions and service provided.  Report incidents needing a higher level of attention to the grievance officer.

#### Billing/Electronic Medical Record

* Acquire and/or maintain proficiency of the eClinicalWorks (eCW) Practice Management System and work to become a super user within eCW to train and assist staff as needed.
* Lead the team in educating patients and Y-HEP staff about patient financial responsibility, including benefits the patients may be eligible for and assisting patients with those application procedures. Ensures utilization of Benefits Coordinators in these tasks.

#### Quality Improvement (QI) & Collaboration

* Assist Medical Director in external collaboration with youth-serving community partners as it relates to on-site clinic operations.
* Collaborate with other youth-serving FIGHT departments (ie, Education, Patient Navigation, Institute for Community Justice) as it relates to on-site YHEP clinic operations.
* Ensure staff adherence to training programs which ensure data entry standardization, accuracy and integrity as well as adherence to collections policies and procedures.  Mentor staff to develop skills necessary to improve their abilities. Establish monitoring and auditing practices to assure accuracy of data collection.
* Maintain adherence to Y-HEP Health Center’s Policy and Procedure Manuals, including but not limited to: Blood Borne Pathogens, OSHA, sterilization procedures and logs, patient emergency response procedures, etc.

#### Other duties

* Attend designated meetings, including Y-HEP staff and provider meetings, monthly billing meetings, biweekly FIGHT Practice Coordinator/Manager meetings, and weekly meetings with Y-HEP Medical Director.
* Attend other relevant meetings, trainings, in-services and conferences deemed necessary by Y-HEP Medical Director, funders, and/or other FIGHT administrators.
* Work in compliance with all FIGHT clinical and administrative policies.
* Work in compliance with standards such as OSHA, HIPAA, CLIA and funding body regulations.
* Take active role in facilitating a team-based approach to clinical operations by attending all Y-HEP huddles and meetings, respecting all team members, and demonstrating leadership in swiftly addressing team member concerns as they are identified.
* Perform other similar and related duties as designated by Y-HEP medical director or FIGHT leadership.

# Qualifications

#### Educational Background:

High school diploma or GED required. Bachelor’s Degree or Associates Degree preferred.

#### General

* Previous supervisory experience required. Previous experience training and supervising medical office ancillary staff preferred.
* 3+ years previous experience working in a medical office or hospital setting required. Some knowledge of third party billing preferred.
* Promotes a culture of customer service.
* Needs to have excellent communication and interpersonal skills; thrive in a fast-paced environment; and must demonstrate flexibility, integrity, patience, self-motivation, and organization.
* Works in a respectful and sensitive manner with populations (clients and staff) that are diverse across gender, race, culture, sexual orientation and socioeconomic status.
* Ideally has a demonstrated commitment to working with a diverse population of youth, including LGBTQ-identifying youth.
* Computer literacy and proficiency required, including Microsoft Office Platforms (including Word, Outlook and Excel etc.).
* Understanding and proficiency with Electronic Medical Record Systems, previous experience with eClinicalWorks preferred.
* Must be able to pass State Child Abuse and FBI clearances.
* Understanding of CLIA regulations.

#### Certification

* Within 30 days of hire, complete training in Blood borne pathogens, Post exposure prophylaxis, CLIA, and HIPAA regulations.
* Within 30 days of hire, complete CPR certification is required, or renewal must be obtained within 60 days of employment.

***Physical Demands***

* Ability to continuously stand, walk or sit.
* Ability to bend, climb stairs frequently.
* Ability to lift up to 40 pounds infrequently.
* Ability to squat occasionally.
* May require occasional bending and lifting up to 25 pounds.
* May require periodic travel.

***Compensation***

Range: $45,000 to $50,000 depending on experience. Excellent benefits package.

***Other***

Initial probationary period is three months. Benefits**,** including health benefits, as per employee handbook**,** begin on the first day of work.