

The Breathing Association

Position Title: Office Assistant Lung Health Clinic

Employment status: Part time 20 hours weekly.

Reports to: Director of Lung Health Clinic

Department: Lung Health Clinic and Lung Health Services

General Description: The Office Assistant is responsible for coordinating patient schedules, maintaining accurate patient demographic information, completing on line schedules for partner sites and current clinic schedules in Waiting Room Solutions electronic medical records (WRS EMR) for all patients on the Mobile Medical Unit (MMU) and Lung Health Clinic. She or he will be responsible for assisting in the general management and office functions for a specialty lung health clinic and lung health services. The office assistant will be responsible for logging all phone calls, forwarding calls to the appropriate team member, and returning general information and scheduling calls to all patients. In addition, the office assistant will help with entering data into the CRM for all patients. This person should possess excellent communication skills, have knowledge of using an electronic medical records system and convey a positive image of The Breathing Association.

Duties and Responsibilities:

Front desk receptionist responsibilities: Disseminate client information maintain accurate patient demographics, medical records, and patient files. He or she will answer, log, and manage client phone calls, schedule appointments, and assist the nurse manager with case management. Send and obtain medical records, hospital notes, referral information from outside sources. Complete forms and requisitions as needed, verify insurance coverage, and complete, process and manage applications to prescription assistance programs. Enter medical record information into WRS and CRM.

Assist clients to complete any required forms as needed.

Other duties as assigned by the Director of The Lung Health Clinic, Office Manager and Staff Registered Nurses.

Qualifications

Associates Degree or equivalent experience

Prior experience in medical office preferred

Minimum 1 year experience in customer service

Excellent oral and written communication skills

Ability to relate and have empathy for diverse populations

Must have good organizational skills

Computer literacy; skilled in accurate data entry and familiar with electronic medical records system

Ability to multi-task

TO APPLY:

Send cover letter and resume to Teresa Allton, Director of The Lung Health Clinic at the Breathing Association, **Tallton@breathingassociation.org**.