

**Position Title:**

**Clerical Associate for Street Health Outreach and Wellness/Primary Care Safety Net Clinic(s)**



**General Description**

NYC Health + Hospitals Street Health Outreach and Wellness (SHOW) program utilizes mobile units to provide health screenings, vaccinations, wound care, basic material necessities such as socks and bottled water, behavioral health and social service referral supports, and harm reduction services to New Yorkers who are unsheltered. A further goal of the program is to connect patients to NYC Health + Hospitals facility-based clinics, where they can receive ongoing medical care and support services. Among those are the Primary Care Safety Net Clinics, which specialize in caring for patients with experiences of homelessness and provide comprehensive medical care, social support, addiction treatment, and care coordination for those dealing with multiple health issues and homelessness.

**Purpose of the Position**

We are seeking energetic and collaborative Clerical Associates (level IV) who are passionate about delivering comprehensive primary care to patients with complex social, medical, and behavioral health needs, in particular to those with experiences of homelessness. In this position you will join the Street Health Outreach and Wellness (SHOW) program and a multidisciplinary and dynamic team who is committed to delivering patient-centered care and improving care models to better address the needs of patients with complex needs.

**Summary of Duties and Responsibilities**

- + Helps manage the flow of patients by communicating with staff and patients
- + Conduct patient interviews to obtain identifying information, such as demographic, biographic, and insurance status, for patient registration/check-in and enters information accurately into the EPIC system (NYC H+H Electronic Medical Record)
- + Obtain signatures on registration forms including TPO, Bill of Rights, HIPAA Notice of Privacy, Health Care Proxy, General Consents, and other registration forms as applicable
- + Scan insurance cards, photo ID, and other supporting documentation in Epic
- + Assist patients in making, rescheduling, or cancelling appointments in Epic
- + Perform systems checks to verify insurance coverage including ePaces for Medicaid
- + Verify third party coverage and obtain authorizations when required
- + Revise patient information in EPIC based on documentation provided by patients
- + Exhibit sensitivity to the needs of a culturally and linguistically diverse patient population
- + Work in collaboration with other members of the team to deliver compassionate, patient-centered care.
- + Manage the work queues that pertain to the registration staff.
- + Perform clerical work in relation to records, files documentation, and generates reports using standard work.
- + Take all appropriate actions to ensure patient confidentiality.
- + Attend and participates in staff meetings, unit-based meetings, facility wide projects, in-services and training, as requested by the Clinical Director or other SHOW leads.
- + Perform other related duties as needed by the department.

## Qualifications

- + A four-year high school diploma or educational equivalent.
- + Lived experience or prior work in healthcare settings caring for people with experiences of homelessness, mental illness (including substance use disorders) or justice involvement strongly preferred. If there is no prior substantial experience, candidate should possess a strong desire to learn and care for this population.
- + Excellent oral, writing and listening skills with patients and staff.
- + Knowledgeable in Microsoft Office suite.
- + Familiarity with email and Internet usage and comfort learning new computer programs.
- + Ability to work independently and prioritize tasks.
- + Sensitivity to the needs of a culturally and linguistically diverse patient population.
- + Bilingual in English and Spanish (or another language) preferred.