



Patient Services Specialist – Full Time

Date: 12/22/22

Location: Various locations in Snohomish County. Some remote work possible.

Western Washington Medical Group (WWMG) is looking for health care innovators who want to make a difference. Patient Services Specialists provide direct support to patients to improve the quality and experience of care.

Job Summary:

The Patient Services Specialist (Specialist) works in collaboration with providers and care center staff to assess healthcare needs, identify any barriers to care, and support patients in their health and wellness goals. The Specialist is the main point of contact for patients with the goal to build strong relationships and support patients in navigating health care by:

- Identifying ways to improve the experience and delivery of care for each patient.
- Supporting patients in their wellness goals by supporting engagement in their medical care and adherence to medications.
- Assisting with referrals to other medical services or community resources, as necessary.
- Documenting and communicating effectively with the patient's care team.

Responsibilities:

- Establishes close relationships with patients, building rapport and trust with patients in an empathetic manner.
- Assist patients in referrals, scheduling, accessing, and utilizing services with their primary care provider (PCP). If the patient does not have a PCP, support establishing a PCP.
- Maintain accurate and timely documentation of all patient encounters and complete reporting requirements according to organization standards.
- Track patient information, schedules, files, and forms in a confidential manner.
- Communicate with the Care Team (Care Coordinators, providers and care center staff) to discuss patient care issues and needs and how best to facilitate care services.
- Track patient attendance at medical appointments and initiate outreach on any missed appointments, providing education on the value of keeping appointments, as necessary.
- Outreach to patients after primary care appointments to review and update care plan, schedule future appointments and referrals.
- Screen patients for Social Determinant of Health (SDOH) and, as needed, connect patients with community resources such as transportation, housing, mental health, etc.
- Able to identify symptoms of distress and act/intervene appropriately.
- Maintain strict confidentiality in accordance with department and organizational policies.
- Other duties as assigned.

Required Skills/Abilities:

- Commitment to improving the experience and delivery of care for patients.
- Passionate, trustworthy, and empathetic when working with patients.

- Strong communication skills, both written and oral, with excellent interpersonal skills and cultural competency and the ability to work effectively across diverse populations and all levels of personnel.
- Ability to listen to others and communicate honestly, responsibly, and professionally.
- Maintains professional relationships with patients, coworkers, staff, and referring agencies.
- Ability to communicate affectively by telephone and digital platforms, which may include emails, phone calls, and video conferencing, as necessary.
- Ability to work both independently and collaboratively in a team environment and has the courage to communicate openly and honestly.
- Strong critical thinking, problem solving, organizational skills, and attention to detail.
- Organized with confidential patient material and appointment tracking.
- Demonstrates flexibility and can effectively manage multiple demands concurrently with ease.
- Possess a *growth mindset*: the willingness to be coached and to develop to increase effectiveness, collaboration, and produce results.
- Ability to foster a culture of integrity, service, adaptability, innovation, and responsibility.
- High level of discretion and integrity and adherence to HIPAA standards.
- Technologically savvy and knowledgeable including, but not limited to, Microsoft Office.
- Must be able to provide proof of legal authorization to work in the United States.

Preferred Qualifications:

- Experience working in a health care setting.
- Experience with an Electronic Medical Record system (Centricity or Athena Health preferred).
- Graduate from an accredited Medical Assistant training program or other similar clinical degree.

Physical Requirements:

- Position requires significant computer and phone usage – must be able to sit for extended periods of time and use a telephone, keyboard, and monitor.
- Physical demand level: Light

Benefits include:

- Medical, Dental, and Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Location: At one of the following locations in Snohomish County, WA: Everett, Snohomish, Marysville, Arlington, or Lake Serene. Some remote work is possible.

Schedule: Weekdays during regular business hours. Full-time preferred, part-time could be considered.

Salary: Hourly wage, \$18 to \$24 per hour depending on experience, skill set, and education.

Reports to: Primary Care Department Management

Ready to apply? Please send your resume to primarycare@wwmedgroup.com

Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We're interested in learning more about you and appreciate your taking the time to apply online.

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.