

## Patient Services Specialist

*Western Washington Medical Group (WWMG) is looking for health care innovators who want to make a difference. Patient Services Specialist's 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 adhere 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.

**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

**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.

**Responsible to:** Primary Care Department Management

**Ready to apply?**

If you're interested in this position, please send your resume to [primarycare@wwmedgroup.com](mailto:primarycare@wwmedgroup.com)

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We're interested in learning more about you and appreciate your taking the time to apply online. We are committed to employing a diverse workforce. *We welcome job applications from qualified individuals without regard to race, color, creed, religion, ancestry, national origin, age, sex, pregnancy, marital status, physical or mental disability, or any other protected characteristic. Minorities, women, disabled persons, and veterans are encouraged to apply.*

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**Who are we?** Western Washington Medical Group (WWMG) is proud to be a growing, independent provider organization who is on the front lines to improve health care for patients and the communities we live in. The providers who founded WWMG in the early 1990's shared the belief that local, independent providers are best qualified to give their communities the best possible care. And because decisions are not made by distant corporate systems, that means our providers and patients are free to



make the best informed choices together. The result is personalized, state-of-the-art care, with a work culture that's collaborative, supportive, caring, and fun. Learn more at <http://www.wwmedgroup.com/>