Operations Specialist (FT) West Omaha

Details

Located in: Omaha, NE
Address: 4101 South 120th Street
Zipcode: 68137
Date Posted: September 8, 2010
Department: West Omaha Service Center
Function: Operations Specialist
Job Type: Full-time Employee
Compensation: Hourly Wage
Shift: Daytime
Hours: 40 hours per week
Start Date: Immediately
Positions Available: 1
Desired Secondary Language Skill: Spanish
Occupational Category: 43-4511.03 Patient Representative

Contact

Name: Human Resources
Address: 4220 S 33rd St Suite 103
City, State and Zip: Omaha, NE 68117

Apply for this Job

Description

OUR WEST OMAHA CLINIC IS ONLY A SHORT 15 MINUTE DRIVE FROM OUR MAIN CAMPUS IN SOUTH OMAHA!

Operations Specialist

OneWorld Community Health Centers, Inc. is a Federally Qualified Health Center (FQHC) and is certified as a Level III Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA). Our mission is to provide culturally respectful, quality health care with special attention to the underserved. Out of 1,685 community health centers nationwide, OneWorld ranks 12th in clinical quality. OneWorld has also been recognized as the Nonprofit of the Year by the Greater Omaha Chamber of Commerce; the Organization of the Year by the South Omaha Neighborhood Alliance; the Community-Based Agency of the Year by the South Omaha Community Care Council; the Outstanding Nonprofit of the Year by the Center for Reducing Health Disparities at the University of Nebraska Medical Center. We have also received an award from the Better Business Bureau for significant commitment to ethical business practices; and we received six national HRSA awards for Health Center Quality Improvement: Health Center Quality Leaders, EHR Reporters, Clinical Quality Improvers, National Quality Leaders, Access Enhancers, and High Value Health. We work hard to provide high-quality health care to the communities we serve, and our efforts are recognized nationally.

The OneWorld family of health centers is the leader in Douglas, Sarpy and Cass counties, providing affordable primary health care in English and Spanish. We maintain an open-door policy, providing treatment on a sliding fee scale according to an individual’s income and insurance coverage. Our health care is holistic and patient-centered, and includes medical and dental care as well as support services such as the WIC (Women Infant and Children) food program, breastfeeding classes, behavioral health, social work, case management, diabetic support groups, centering pregnancy, and access to affordable medications through our pharmacy. In addition to health care, we also operate the Learning Community Center of South Omaha.

We are looking for a dynamic Operations Specialist who is passionate about making a difference and impacting others through the delivery of high quality care and strong team work.

Qualifications:

- Proficient verbal and written proficiency in English and Spanish required.
- High school diploma or GED preferred.
- Medical office experience preferred.
- Experience in the area of customer service (face to face and phone calls) preferred.
- Proficiency in Microsoft Office preferred.
- Basic operational knowledge of office equipment required.
- Ability to attend workshops, meetings, and/or in-workshops required.
- Ability to work with individuals in the public, patients, and the health care providers of the OneWorld Community Health Centers.
- Ability to make positive contributions to the team, and prioritize and organize work.

Responsibilities:

- Schedules appointments, pulls and prepares medical charts, and maintains smooth patient flow throughout clinic.
- Receives medical records and places them in patient’s chart, completes patient support template accurately and enters results.
- Promptly and professionally answers incoming telephone calls, identifies caller needs, correctly enters information in the database and efficiently routes the calls.
- Greets patients and visitors upon arrival. Assists patients and/or visitors needs and directs them accordingly. Helps patients to complete registration forms.
- Collaborates with medical team to ensure patient understands treatment plan and financial resources. Helps patients to complete financial applications.
- Serves as an advocate for patients and OneWorld Community Health Centers. Interacts for non-speaking patients during the medical visit. Provides assistance to patients and visitors by obtaining wheelchair, or other services as needed. Escorts patients who need help to their destinations.
- Maintains confidential electronic health record documents treatment plan, ensures records are received from referring facilities and enters results. Occasionallyfaxes notes to referring facilities. Complies with HIPAA guidelines. Ensures privacy and consent forms are obtained.
- Contacts and confirms patient appointment at least one day prior to the scheduled appointment and other needed communication between the clinic and the patient.
- Follows up and documents in database the results of the patient referrals and the outcomes. Reports on progress of referrals on a weekly basis.
- Stays abreast of available social services within the organization and community. Refers and/or prescribes patients to appropriate services based on guidelines.
- Promotes and maintains positive interactions and customer relations. Determines the nature of inquiries and provides general information. Appropriately addresses concerns arising requests of an urgent nature to medical personnel.
- Monitors appearance of the environment, lobby and walk areas.
- Contacts facilities management and/or supervisor for assistance when necessary.

Help us make a difference as OneWorld. One Community. One Healthcare Home.

www.oneworldomaha.org

OneWorld Community Health Centers, Inc. is committed to ensuring equal opportunity and non-discrimination in all hiring and employment practices. We are committed to equal treatment for all applicants and employees and will not discriminate based on age, ancestry, color, disability, gender, gender identity, national origin, race, religion, sexual orientation, veteran status, pregnancy and any other basis protected by law.

NOTICE: This Employer Participates in E-Verify
Equal Opportunity Employer