



OREGON COLLEGE *of* ORIENTAL MEDICINE

ocom.edu | 75 NW Couch Street, Portland, OR 97209 | 503-253-3443

On-Call Patient Services Team Member

Oregon College of Oriental Medicine (OCOM) is a nonprofit graduate medical school in Portland, Oregon that trains master's and doctoral students in acupuncture and Chinese medicine. OCOM's academic programs are among the most respected and comprehensive in the country, providing students with a solid foundation in acupuncture, Chinese herbal medicine, therapeutic massage, and qi cultivation, as well as a focus on collaboration between Chinese medicine and Western biomedicine.

We are seeking a dynamic On-Call Patient Services Team Member to join our Clinic Operations team.

Position Summary

The On-Call Patient Services Team Member serves as a substitute for a Patient Services Team Member who cannot work a scheduled shift. This position may require morning shifts as well as afternoon shifts that can extend up to 8:00 PM, so the ideal candidate will have a flexible schedule. Occasionally, this person may be called to substitute for weekend shifts. Work shifts may be scheduled several weeks in advance, or you may be called for work on short notice. Shifts may take place at either of our two clinic locations: downtown in Old Town Chinatown, or in the Hollywood neighborhood.

The Patient Services Team Member has primary responsibility for assisting OCOM clinic patients with check-in and check-out, as well as scheduling patient appointments. Many of our acupuncture practitioners are students who are in their final year of acupuncture and herbal medicine training. This position works directly with these students and helps model best practices for the operation of a medical clinic.

Essential Functions

- Schedule patient visits, either by phone or in person
- Greet patients and check them in for appointments
- Check patients out, collect payment and ensure patients receive their herbal formulation prescriptions
- Work directly with student interns to ensure a smooth patient experience
- Manage a cash drawer, ensuring cash on hand is reconciled with accounting software at the end of each shift
- Attend a monthly team meeting to foster teamwork, look ahead, and ensure positive patient experiences
- In partnership with the team, continually improve business processes to make them more efficient, less prone to error and better for the patient
- Occasionally supervise work-study students as they assist in clinic operations
- Maintain a neat and clean clinic environment
- Serve as a back-up to the medical records team, to ensure that each patient's record is available as needed
- Manage a team project
- Ensure compliance with HIPAA and FERPA and maintain general standards of privacy and decorum
- Do whatever it takes to provide an exemplary level of patient care and support for OCOM's clinical education program

Continued

Education and Experience Required

- Minimum of one year working in a medical office
- Minimum of one year's experience handling cash and working with accounting software such as Quickbooks
- Familiarity with medical practice management software is highly desirable
- Work experience in a nonprofit, educational and/or health care setting is strongly preferred

Knowledge, Skills and Abilities Required

- A genuinely positive attitude
- A strong track record as a great team player
- Knowledge of medical office procedures, office equipment and multiline telephone systems
- Knowledge of HIPAA requirements and best practices in HIPAA compliance
- Computer proficiency in Google applications strongly preferred, including Gmail, Docs, and Sheets
- Experience with computer databases, accounting software, and medical office software is highly desirable
- Demonstrated ability to work efficiently and effectively in teams
- Ability to multitask and retain a professional, courteous demeanor at all times
- Good sense of humor is highly desirable

To Apply

1. Email your cover letter and resume to **hr@ocom.edu** with the position title as the subject line.
2. Please name your application files as "Lastname_Firstname_Document name" (i.e., Smith_Joan_Resume.pdf).
3. In your cover letter, please specifically highlight relevant experience.
4. Mention how you learned about this opening.

Notice of Nondiscrimination

OCOM recognizes the individual dignity of each employee, student, patient, volunteer, and job applicant. OCOM does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital or familial status, sexual orientation, gender identity, veteran status, or any other basis prohibited by local, state, or federal law.

Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in educational programs, including areas such as admissions, financial aid, scholarships, course offerings and access, employment, and other services. Title IX protects students and employees, both male and female, from unlawful sexual harassment, including sexual violence, in college programs and activities. OCOM has designated a Title IX Coordinator to whom questions or concerns about this notice should be addressed: Stephanie Driggs, 75 NW Couch Street, Portland OR 97209, or **stephanie.driggs@ocom.edu**.

This policy complies with the spirit and the letter of applicable federal and local laws, including Title IX of the Education Amendments of 1972 and its implementing regulations, Sections 503 and 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

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