



OREGON COLLEGE *of* ORIENTAL MEDICINE

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

Patient Services Team Member

Are you looking for an opportunity to work for an organization that is helping to change our world for the better? If so, Oregon College of Oriental Medicine (OCOM) might be the perfect place for you.

Our campus and offices are in the heart of Old Town Chinatown, in the LEED Gold certified remodel of the former Globe Hotel building. Tom McCall Waterfront Park and the Willamette River are just a block away. You'll also enjoy easy access to the MAX Light Rail, other mass transit, and cycling routes.

OCOM is a nonprofit graduate medical school in Portland, Oregon. Our mission is to transform health care by educating highly skilled and compassionate practitioners, providing exemplary patient care, and engaging in innovative research within a community of service and healing. OCOM's primary activities are providing studies for specialized graduate degrees; operating two teaching clinics, providing affordable care for patients and hands-on experience for student interns; and conducting acupuncture and Chinese medicine research. *For more information about the college, please visit ocom.edu.*

We are seeking a dynamic **Patient Services Team Member** to join our team.

Position Summary

A **Patient Services Team Member** is responsible for directly serving the needs of patients, working on the day-to-day operations of our clinic front desk, including reception, scheduling, financial processing, account maintenance, data entry, and supply management. The ideal candidate will be interested in working directly with patients and students, while working with a service-oriented team, maintaining a well-organized workspace, ensuring accurate accounting, and facilitating a positive patient experience.

This is a full-time, benefited position that shares time between our two clinics: **OCOM Clinic** in the Old Town Chinatown neighborhood and **OCOM Hollywood Clinic** located in Northeast Portland. OCOM Clinic is open 7:30 AM- 7:30 PM, Monday through Friday (7:30 AM-1:30 PM on Saturday). **OCOM Hollywood Clinic** is open Monday through Friday. Once a month, OCOM Clinic hosts a specialty clinic all day Saturday and Sunday.

Pay is \$17/hour.

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 when applicable
- Promote all clinic services to patients
- Work directly with student interns to ensure an efficient patient experience
- Manage a cash drawer, ensuring cash on hand is reconciled with practice management software at the end of each shift
- Attend a monthly team meeting to foster teamwork, create team goals, and ensure positive patient experiences
- Ensure compliance with HIPAA and FERPA and maintain general standards of privacy and decorum
- Provide an exemplary level of patient care and support for OCOM's clinical education program

Continued

- Occasionally assist work-study students as they perform clinic operations
- In partnership with the Patient Services Team, continually improve business processes to make them more efficient, less prone to error, and better for the patient
- Maintain a neat and clean clinic environment
- Willingness to work at all clinic locations as needed or assigned including occasional weekend shifts
- Cover shifts for other team members as needed
- Other duties as assigned

Knowledge, Skills, and Abilities

- A strong track record as a great team player
- Knowledge of medical office procedures, office equipment, and multi-line telephone systems
- Knowledge of HIPAA requirements and best practices in HIPAA compliance
- Computer proficiency in Google applications is strongly preferred, including Gmail, Docs, and Sheets
- Experience with computer databases, practice management software, and medical office software is highly desirable including Electronic Medical Records (EHR)
- Ability to multi-task and retain a professional, courteous demeanor at all times
- Good sense of humor is highly desirable

Education and Experience

- Previous experience working in a medical office or health care setting preferred
- Minimum of one year's experience cash handling
- Familiarity with medical practice management software is highly desirable
- Work experience in a nonprofit, educational, and/or health care setting is strongly preferred
- Previous experience in sales or customer services is desired

To Apply

Please send cover letter and CV (.pdf format only) to **HR@ocom.edu**. In your cover letter, please answer the question, *"How would this position at OCOM fit with your long-term professional goals?"*

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: Amber Appleton, 75 NW Couch Street, Portland OR 97209, or **titleix@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.