



## Healthcare Concierge Position Description

Employee: \_\_\_\_\_  
Positions Supervised: None  
Status: Full-time  
Classification: Non-Exempt

Date of Hire: \_\_\_\_\_  
Supervisor: \_\_\_\_\_  
Last Revised: 8/28/2023

**Position Summary:** Under the direction of the Director of Clinical Operations (DCO), the Healthcare Concierge (HC) is the first point of contact for interaction upon entering FCHC and represents the initial face for FCHC. The HC is responsible for greeting patients, visitors, and vendors and the communication vessel between all parties. The HC will answer questions, provide information, and direct people to the location/person they need, thus creating an atmosphere in the health center that is caring, yet efficient.

### Primary Duties:

- Cordially greets patients and visitors upon arrival. Ascertains patients' and visitors' needs and directs them accordingly.
- Provides assistance with accessibility to anyone attempting to use the facility.
- Assists patients in calling for transportation, as needed.
- Answers telephone, screen calls appropriately, take messages and answer inquiries. Follow up on or delegate to appropriate party all messages received.
- Facilitates mail distribution with postman, or vendor.
- Manages patient flow and communicates arrival and delays between provider and patient.
- Comforts patients by answering questions within scope.
- Protects patient's rights by maintaining confidentiality of all patient and financial information and adheres to policies/safety practices as established by FCHC.
- Willingness to work evening and weekend shifts when needed and work hours in excess of normal schedule during staffing shortages.
- Maintains a neat and clean front entranceway, and waiting areas, ensuring clear and unobstructed paths of the patient and visitor entrance and exit. Maintains overall appearance of the health center common areas.
- Other duties as may be assigned from time to time.

### Competencies/Skills:

- Strong oral expression and comprehension.
- Ability to work in a team environment.
- Ability to prioritize, multi-task and manage time effectively.
- Demonstrates excellent customer service skills through courteous and professional interaction with patients, visitors, vendors and staff.
- Demonstrates basic understanding and knowledge of electronic health record system, check-in software and Microsoft Office applications.
- Quality focus, strong organization and attention to detail.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and maintain a positive attitude.
- Good interpersonal skills to maintain effective rapport with patients and visitors.

### Experience, education/training and licensure:

- High school diploma or GED equivalent required.
- 1 year of experience in ambulatory primary care or related office setting required. FQHC experience preferred.
- 1 year of Electronic Health Record (EHR) experience preferred. NextGen experience preferred.

**PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:**

Must be able to push, pull and assist in lifting up to 25 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

**Attestation:**

1. I have read the duties and responsibilities for my position as listed in this Position Description.
2. I understand what is expected of me in the performance of my duties and responsibilities.
3. I am able to perform my duties and responsibilities with/without any restrictions.

Employee	Date
Supervisor	Date
Chief Executive Officer	Date Approved

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.