



## JOB DESCRIPTION

<b>JOB TITLE:</b> Medical Call Center Agent	<b>JOB LEVEL:</b> 3
<b>LOCATION:</b> Eastgate	<b>FLSA STATUS:</b> Non-Exempt
<b>DEPARTMENT:</b> Operations	<b>REPORTS TO:</b> Access Call Center Manager

**Brand Promise:** *True Patient Centric Care.* This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

**Brand Character:** *Friendly, Accessible, and Credible.* Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

**JOB SUMMARY:** Familiar with HealthSource of Ohio Center protocols, policies, and procedures. Relies on experience and judgment to plan and accomplish HSO service and access goals. Responsible for professionally responding to all clinical, administrative or access inquiries. Emphasis will be to facilitate optimal patient access and maximize accuracy of data entry for scheduling and clinical messaging. Must be highly focused on customer service and possess the ability to troubleshoot multifaceted problems in a systematic manner.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Promptly answers, screens, and processes medical service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures delivering the HSO brand promise of putting the patient at the center of all we do
3. Facilitate optimal patient access and maximize accuracy of data entry for scheduling and clinical messaging.
4. Meets outlined HealthSource of Ohio benchmarks and/or quality indicators as monitored through dashboards, audits or other quality reporting tools.
5. Ability to speak clearly in order to communicate effectively between patient and provider, provide pre-visit instructions/directions, and relay provider instructions.
6. Enhances HSO's reputation by fostering ownership and personal responsibility for exceeding patient service expectations.
7. Responsible for professionally responding to all inquiries from callers as they relate to health services HSO provides.
8. Promotes sense of pride in call center and positive interpersonal relations among all team members
9. Supports organizational changes. Demonstrates flexibility in providing coverage and/or availability for the call center via scheduling adjustments for unexpected absences, events, or call volume variances
10. Participates in improving Call Center performance. Support projects to improve the scheduling standards, protocols, and fiscal operations based on current organizational priorities.
11. Recommends areas or approaches for improvement activities and accuracy of both scheduling and clinical messaging functions
12. Exhibits brand characteristics of Friendly, Accessible, and Credible.
13. Other duties as assigned

### SUPERVISORY RESPONSIBILITIES:

1. N/A

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required

**CERTIFICATES, LICENSES, REGISTRATIONS:**



**LANGUAGE SKILLS:**

- Strong verbal communication skills and ability to develop professional, positive working relationships with call center agents, call center manager and all other HealthSource team members.

**MATH SKILLS:**

- Basic math skills

**COMPUTER SKILLS:**

- Strong computer skills that include a combination of experience in a Windows Operating System, e-mail, and EHR data entry experience.

**Education and Experience:** Check the **Minimum** requirements for education and experience for this position.

**Education:** *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min.6 mos.- 2yrs.*)
- Associate Degree Preferred
- Bachelor's Degree
- Master's Degree in:
- PhD
- M.D./DO

**Experience Required:** *Check appropriate box*

- |  |  |
|--|--|
| <input type="checkbox"/> Entry Level             | <input type="checkbox"/> 3 to 5 years  |
| <input type="checkbox"/> 3 months – 1 year       | <input type="checkbox"/> 5 to 7 years  |
| <input checked="" type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 8 to 10 years |
| <input type="checkbox"/> 2 to 3 years            | <input type="checkbox"/> > 10 years    |

**Type of Experience:**

**TRAVEL REQUIREMENTS:** As needed

**ENVIRONMENTAL CONDITIONS:** The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**1. (List specific conditions for the position if any)**

**Potential exposure to blood and body fluid:**

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*
- Category III** – *Performs tasks that involve no exposure to blood, body fluid or tissue.*

**PHYSICAL DEMANDS:** The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Activity: **(Check all that apply)**

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**ACKNOWLEDGEMENTS:**

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date