



Greater Prince William Community Health Center

4379 Ridgewood Center Dr, Suite 102, Woodbridge, VA 22192
Phone: 703.680.7950 Fax: 703.680.7953

Position Description: Patient Advocate

Direct Report: Front Desk Supervisor

FLSA Status: Non-Exempt

Position Description: The Patient Advocate provides quality customer services to all patients of Greater Prince William Community Health Center. The role of a Patient Advocate is to facilitate the coordination of patient care from an administrative perspective. Within a Community Health Center setting, the patient population varies greatly and it is important the Patient Advocate is able to work in a culturally competent manner at all times. The Patient Advocate is the first point of contact at GPWCHC for patients and it is important this person presents professionally and friendly at all times. This person collaborates with the Physicians, Nurse Practitioners, and Medical Assistants to complete his/her work.

Essential Functions:

1. Answers phones and schedules appointments for both new and established patients; collects all necessary patient information for the appointment
2. Provides patients and the general public with information about GPWCHC including services provided and fees associated with those services; maintains current knowledge of fee schedule and services at all times
3. Works interdependently with the other Front Desk staff to ensure that the needed daily tasks are completed in a timely manner such as printing encounter forms, checking messages, monitoring the fax server, etc.
4. Collects patient registration documents and confirms all essential information such as patient contact, insurance, income (when applicable) and demographic information
5. Assigns walk-in appointments appropriately and correctly classifies patient visits in the Electronic Medical Records system
6. Responsible for collecting patients' payments; enters the payment correctly and provides patients with a receipt; maintains petty cash; completes Daily Cash Collection Worksheet correctly
7. Participates in GPWCHC outreach events such as local Health Fairs
8. Other duties as assigned



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Qualifications, Education, and Experience:

1. High School Diploma and 5-7 years of experience in a medical office
2. Bilingual English/Spanish ability to read, write, and speak
3. Proficient in Microsoft Office Suite programs and Electronic Medical Records
4. Ability to multi-task and work extended hours on a rotation with co-workers

Employee's Signature

Date

Executive Director's Signature

Date